

Are operational challenges keeping you up at night?

The National Housing Federation conducted a research project with their members to find out what operational challenges you were facing and what your ideal working environment would be like. Here is a round up of their findings, starting with the challenges:

- Budget restraints
- Data duplication across multiple systems
- No access to information remotely and securely
- Lengthy, manual processes
- Universal Credit and Rent Arrears
- Responding to customer demand for digital, 24/7 service
- Future-proofing your capabilities

What are you doing about it?

- A business transformation project
- working with multiple suppliers
- Trying to extract data from multiple systems for analysis
- Reducing budget and staff
- Trying to develop in house solutions
- Reviewing GDPR compliance
- considering cloud based solutions

What would great look like?

- One version of the truth
- Ability to predict and manage rent arrears through intuitive solutions
- Instant access to real-time data, securely and remotely
- Affordable, scalable, subscription based, hosted, future-proof solutions
- Built in GDPR compliant functionality
- Enhanced customer service across multichannels, whilst reducing costs

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HOUSING
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The Federation listened to members' challenges and desires, this is why they have partnered with Castleton to provide a range of integrated, Housing Management solutions tailored to manage all of your operational requirements. Regardless of your size or the current solutions you have in place, we believe that we can make great possible for you! [Find out more](#)