

Allowing your Landlords to see their tenants benefit information **online**, without having to contact you can provide you with major **cost** and **efficiency savings**.

Gandlake's Landlords Account is a secure online portal which provides access to valuable benefit information for Landlords, helping them to effectively manage their tenants rent accounts and reducing the need for them to contact the council with enquiries. It provides you with the option to communicate with your Landlords through an online channel allowing you to move them away from traditionally expensive paper based communications on to the web. This means substantial cost and efficiency savings for your organisation.

How can you reduce the queries you receive without inconveniencing your Landlords?

Channel Choice

Landlords Account complements your existing channels such as telephone and email opening an additional channel for your Landlords and driving less traffic through your call centre. Or you can take a slightly different approach and go one step further. One particularly successful deployment of Landlords Account is at the

London Borough of Lewisham where they encourage all their landlords to use the online channel only. This means landlords accessing information such as letters and schedules on a self-service basis and hardly any calls to your call centre.

View Online

The Landlords Portal displays data from whatever back office

benefit system you use and provides secure, online access to payment history (including copies of the actual payment schedules), next payment date and other related information that the landlord is entitled to see. Furthermore, the online correspondence history for each case has an exact copy of every notification letter (landlord version). This enables landlords to view all the information for an individual tenant through one simple to use and easy to understand online account.

There are also immediate savings for the Council on all print and postage costs. Landlords receive information more quickly and have immediate access to all relevant information at their own desktop.

Benefits of Landlords Account:

- » Immediate reduction in print, paper and postage costs
- » Reduced cost and time spent on admin for Landlords – fewer calls and emails
- » Consolidated view of information
- » Improved, faster customer service – no reliance on postal services and reduced training overheads for new staff
- » Online library of current and historic documents eliminating the chance of losing a document either in the post or within the office
- » More convenient channel of communication – 24/7 access
- » The only solution with the potential to work across ALL departments

Secure Download / Upload area.

Some authorities already provide landlord schedules via e-mail. However, this is normally a manual process which also introduces a security risk, in that emails and attachments are not normally encrypted to protect any sensitive tenant information. Landlords Account addresses these concerns by only allowing secure authenticated landlords access to information, once they have successfully logged in. It works in a similar way to online banking and has been well received by many landlords across the country who use the online portal.

Corporate Wide

By accepting data from any business application, the platform which provides Landlords Account also works across your whole authority. This is a key differentiator between Gandlake and other customer web portal suppliers. Although it may appear easy to buy additional modules from your business solution vendor it is an extremely costly and prohibitive option. You end up having to purchase multiple systems that may not link to each other. Gandlake's solution will work across all your departments. A true corporate-wide solution.

Through one easy to use page Landlords can access:

- » PDF copies of payment schedules.
- » PDF copies of notification letters.
- » Information regarding each tenant's claim, such as tenant name and address, benefit entitlement, when their next payment is due, and individual correspondence.
- » Online forms to allow them to electronically notify the authority of changes affecting those tenants in receipt of housing benefit.

Why use Gandlake's ePresentment solution, Landlords Account?

Landlords Account has been specifically developed to help councils make financial and efficiency savings and provide a better all round communications service when dealing with landlords. It is a major factor in significantly reducing costs. It is available now, can be deployed extremely quickly and is already benefitting councils around the UK.

Landlords Account is one component of a solution already in use at over 20 Local Authorities. The City of Edinburgh, Croydon, Lewisham, Northampton, Harrow and Sutton are just some examples of councils saving money using various modules of our corporate-wide ePresentment solution.

To learn more about [Landlords Account](#) and see how it can benefit your organisation please call us on [01635 524404](tel:01635 524404) or visit www.gandlake.com.

Over the web: faster, better, simpler.
www.gandlake.com


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