

Smart, automated rent accounting in the cloud for Inquilab improves efficiency



Inquilab Housing Association provides and manages affordable rented social housing and shared ownership homes. The name 'Inquilab' means 'revolution' in Urdu, reflecting the organisation's desire to challenge orthodoxy and pursue positive change.

"This project is good news for everyone in the sector – RedKite's modules help deliver better service for tenants and housing associations. If we can help others do this, we will gladly show them what we have done."

Rob Sproule, Programme Manager

The Challenge

Inquilab had a legacy housing finance solution that provided only basic finance and rent accounting. With 1,250 tenants paying rent through a range of channels either weekly or monthly, the result was a considerable

RedkiteCRM Housing Management includes a number of modules designed specifically for the Housing Sector including rent engine, arrears management (forecasting, payment plans and technical arrears), and a service charge and direct debit module. We work in close collaboration with our customers, to develop solutions designed by housing associations for housing associations.

amount of manual processing in order to reconcile payments with bills. Inquilab was losing out on re-charges and value-added service charges that it wanted to plough back into service development.

Inquilab had already worked with RedKiteCRM Ltd to deploy a customised version of Microsoft Dynamics 365 CRM to automate core service processes. The organisation had established a clear strategy to use the Microsoft 365 platform because of the solution's flexibility and cross-system integration.

With a drive to centralize and streamline systems for optimum efficiency, Inquilab sought further sector specialist advice from RedKiteCRM, to introduce automation into its rent accounting.

The Solution

RedKiteCRM provided its new rent accounting module, designed specifically to meet the needs of housing sector organizations. It breaks down rent charges into their components: rent, service charges, garaging, water rates, centralized heat and hot water and any other services. Inquilab can now account for these separately and receipt appropriate amounts outside the main rent account.

With RedKiteCRM's solution tenants can now be identified by multiple references, so they can pay their rent through different channels. Inquilab can now quickly

Software and Services

- Microsoft Dynamics CRM™
- RedKite CRM's Housing Module
- Implementation Services
- Integration to Business Central

identify and match payments through third parties to the correct tenant account.

"I just love this system, it looks great and it's so easy to use."

**Eric Nelson-Addy,
Finance Director**

Inquilab asked RedKiteCRM to look at its repairs and inspections process, as part of its customer service offering. Building it into Dynamics CRM meant that customer requests, call-outs and inspections can be logged, scheduled and tracked with details available on mobile devices when the Inquilab Team are out meeting with residents.

Inquilab partnered with Microsoft Dynamics Business Central specialists Xpedition to integrate the CRM and housing functions into a new cloud-based finance solution. RedKite's custom modules feed seamlessly into the general ledger and share data with Business Central.

"RedKite CRM offers a unique product that doesn't make you go down the traditional housing automation route of keeping data in separate silos. They have built a bespoke tool for housing, starting from user needs and their people share our approach and understand our determination to improve our tenants' experience through accurate, responsive service"

**Rob Sproule,
Programme Manager**

The Results and Benefits

Inquilab now has the specialist tools it needs on a scalable, agile, cloud-based platform that can grow to accommodate more users and future functional enhancements. In line with Inquilab's lean and cost-effective management principles, the solution helps them reduce fixed infrastructure and support costs, because these are embedded in the Microsoft Dynamics 365 licensing model.

RedKite's custom modules mean that Inquilab now has an efficient process for rent management, accommodating different payment methods and timings.

Benefits

- *Rent charge components breakdown*
- *Faster payment matching*
- *Efficient repairs handling*
- *Reduced IT infrastructure & support costs*

The system can process 'cash in transit' transactions within a day, minimizing unmatched payments and unnecessary payment chasing. Rent payments can be broken down and correctly allocated, so Inquilab can account for the different elements and reinvest its own income in service improvement. Repairs are managed quickly and efficiently, with a direct connection through automated purchase order generation into the finance accounting system. Looking to the future, Inquilab plans to develop its asset management, maintenance and compliance within the CRM system to connect with the asset register in Business Central. As well as ensuring strong and compliant processes, this will help Inquilab carry out its preventative maintenance programme, making sure that vital services and facilities for tenants, like communal lifts, are always in working order.

About RedKite CRM Ltd

Based in rural Oxfordshire, RedKite CRM have extensive experience of implementing Microsoft Dynamics 365 (CRM) into the social housing sector. Get in touch to see how our specialist knowledge can support your organisation to achieve efficiencies.

About Our Solutions

RedkiteCRM develops solutions to disrupt the status quo of traditional housing software providers. Our housing management system, based on Microsoft Dynamics 365(CRM), can be deployed on any existing or new Dynamics environment.