

## Reliance Social Housing

### Client Requirement

Reliance Social Housing C.I.C (RSH), a housing association based in Birmingham, approached Simple Compliance in 2019 with the aim of improving their internal processes for managing their property compliance obligations. Their main objectives were to be able to easily manage compliance documentation for their entire housing stock, to ensure their managing agents could directly update information securely and to ensure they could immediately see where any actions were needed.

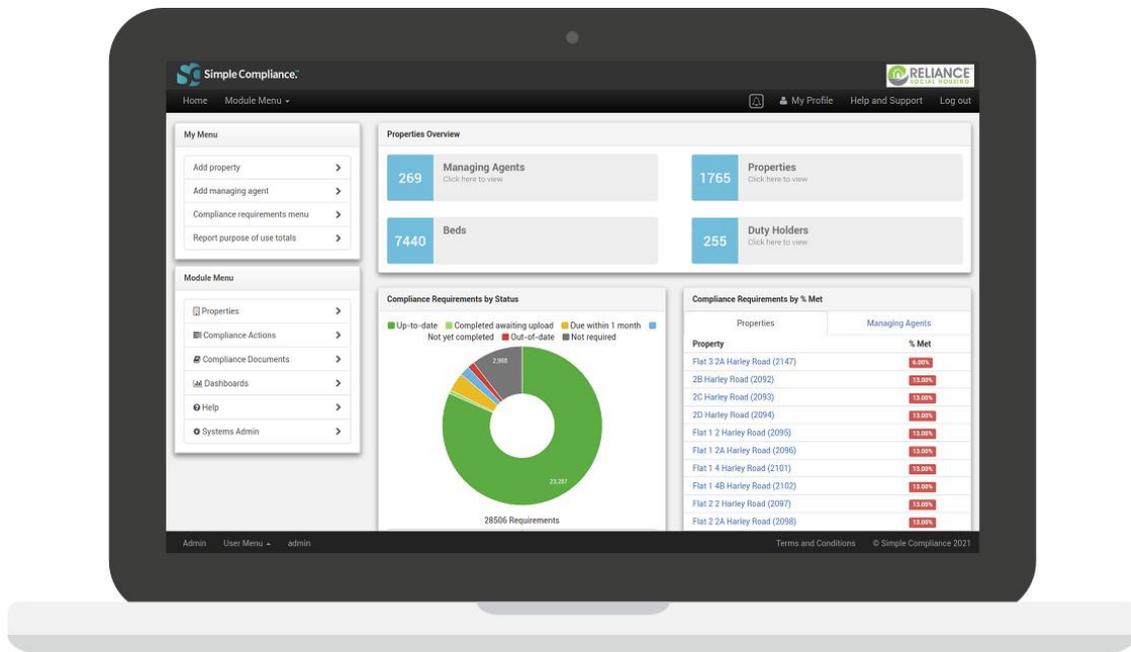
It was critical for people to be able to locate up-to-date compliance information for each property, and for the RSH data team to implement effective processes to manage the upkeep of this information and resulting remedial actions. Understanding the overall compliance status of an individual property, or a managing agent, and being able to notify the relevant stakeholders of any out of date documentation was also a key business requirement.



### Our Solution

The Simple Compliance property compliance solution is designed from a duty-holder's perspective and ensures that property compliance information is easily accessible, and can be shared and understood by all stakeholders. The solution automatically notifies the relevant duty holders of any compliance documentation that is due or overdue a review and has the ability to calculate the next expiry date for each document upon completion.

Remedial actions associated with any of compliance documentation can also be captured and managed within Simple Compliance. Graphical dashboards help highlight the property compliance status of the entire property portfolio as well as the sub-grouping of properties such as regions, local authorities, managing agents, etc.



## Benefits Realised

Implementing Simple Compliance greatly improved the RSH property compliance management processes with detailed and easily accessible information available to the RSH data team. Their processes are now inline with industry best practice and they have been able to achieve a better rating with the social housing regulator.

As RSH has grown as a business and the data stored on system has increased, Simple Compliance is now able to provide high quality management information through dashboards and reports previously not available to them. RSH continue to work closely with Simple Compliance to constantly improve their management of property compliance. This has extended to include additional checks on managing agents and the inclusion of some rental and tenant information.

*Simple Compliance provided us with an effective solution that allowed us to easily manage all of our property compliance obligations. Using this system helped us achieve a better rating with the social housing regulator.*

Suffyan Ali - Property Compliance Manager

## Contact us today for your free demonstration

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