

Case study

Octavia Housing



a case study by:

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For a number of years, Octavia Housing had been utilising allpay for collecting rent payments via swipe cards. Alongside this they were using their own Direct Debit module within their housing system, which despite being comprehensive was difficult for users to understand and use, leading to many mistakes being made.

Having seen the allpay products, Octavia decided to implement a number of these over time to improve efficiency within the organisation.

What were the challenges faced by Octavia Housing?

●● The current set up was inefficient and did not represent value for money when studying staff time whilst processing payments.

It was felt that by installing allpay Direct Debits and their Callpay system it would significantly improve efficiency within the organisation and save money. ●●

So why did Octavia Housing choose allpay's Direct Debits and Callpay?

●● Through using allpay's Direct Debits service and their Callpay system we anticipate a marked reduction in error rates, not only saving our staff time and reducing our costs but also increasing tenant satisfaction.

There are a number of reasons why the allpay Direct Debit service was particularly right for us:

- Their web based application (Webconnect) makes Direct Debits a lot easier and simpler to set up. It takes you through step by step creation screens and allows Direct Debits to be set up over the phone, removing the need for paper mandates. It also allows the Direct Debit amount to be set manually as it is not set by the rent amount and charges listed on the housing system. And it can easily be queried when a tenant requires information about their Direct Debit.
- There is no batch file cost and we have been able to reduce monthly staff costs for reconciliation and production processes.
- All management of Direct Debits is handled by allpay, which means at financial year end all increases are managed by them and they generate and send all letters on our behalf.
- Bulk increases are easy to manage through a data file import from allpay. This means there is no necessity to amend individual Direct Debits.

For Callpay, its speed and simplicity of training and implementation made it the obvious choice. ●●

How has allpay met your expectations?

●● Overall, moving to allpay Direct Debits and using their Callpay system we have made a total saving of approximately £4000 per annum.

The whole progress of migration to allpay was simple and timely. Using the web based solution made implementation smoother and more intuitive.

allpay's ability and competence to provide the service exceeded our expectations and their overall project management was seamless. ●●



If you would like to know more about how allpay could help your organisation, talk to us today.

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