Request

Under the Freedom of Information Act 2000, I am formally requesting detailed information regarding your organisation's use of software systems for property management, rent collection, tenant management, and maintenance logging.

To ensure clarity and reduce the need for follow-up, I have outlined specific details I require below.

1. Software Systems in Use

Please provide the following details for any software currently used for:

- Property management (e.g., inspections, compliance, record-keeping).
- Tenant management (e.g., onboarding, communications, and tenant records).
- Rent collection (e.g., payment processing, arrears tracking, reporting).
- Maintenance logging (e.g., systems for tenants to report maintenance issues and staff to log and track maintenance tasks).

For each software used, provide the following:

- Name of the software.
- Name of the software provider or supplier.

2. Cost Breakdown

For each software system identified above, provide the total costs incurred annually, including but not limited to:

- Licensing or subscription fees.
- Maintenance fees (e.g., technical support, system updates).
- Any additional costs (e.g., integration fees, customisation fees, or additional modules).

If costs vary (e.g., per property, per user, or tiered pricing), please specify the pricing model used.

3. Implementation and Support Costs

Provide details of any initial or ongoing costs associated with these systems, including:

- Implementation or setup costs.
- Costs for training staff to use the software.
- Consultancy or third-party services related to these systems (if applicable).

4. Scope of Use

Provide the following details about the use of each software system:

- The number of properties managed using the software.
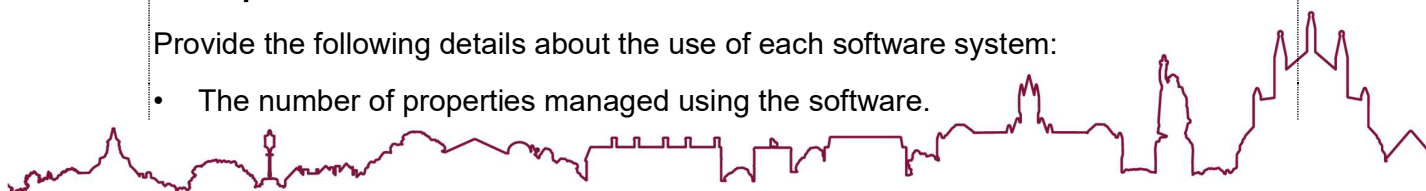
- The number of tenants whose records are maintained using the software.
- The approximate number of maintenance requests logged annually by:
- Tenants.
- Staff (e.g., property managers or maintenance teams).

5. Contractual Information

For each software system, provide the following contractual details:

- The duration of the current contract(s).
- The renewal date(s) of the contract(s).
- Any termination conditions or penalties specified in the contract(s).

6. Future Plans

Please provide details of any ongoing or planned procurement or tender processes to replace, upgrade, or expand software solutions for:

- Property management.
- Tenant management.
- Rent collection.
- Maintenance logging.

Additional Information

If this information is available in existing reports, spreadsheets, or similar documents, I would appreciate receiving it in electronic form (e.g., PDF, Excel). If certain parts of the requested information are subject to exemptions under the Act, I request that you release all other non-exempt portions, along with explanations for any redactions or withheld information, citing the specific exemption(s) applied.

If the cost of complying with this request exceeds the limit set under Section 12 of the Act, please provide advice and assistance on how to refine the request to remain within the cost threshold, as required by Section 16 of the Act.

Response

1. **Software Systems in use**

   Software: Keystone Asset Management
   Software: Intelligent Engery
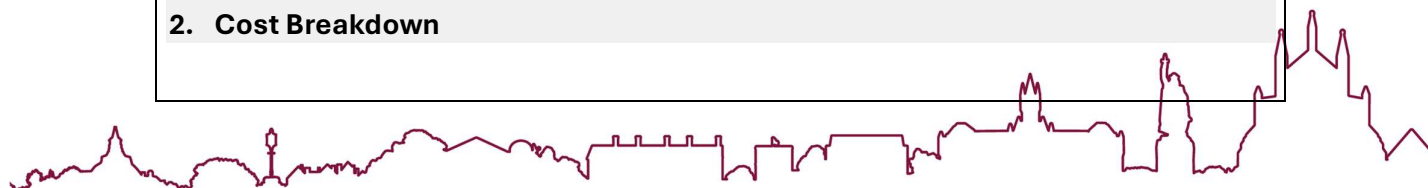   **Software Provider: Civica**

   Software: Housing Enterprise, Digital Platform, Secure Sign & Asset Servicing
   Software Provider: MRI Software

   Software: The Compliance Workbook
   Software Provider: The Compliance Workbook

2. **Cost Breakdown**

Civica – Annual Subscription: £24,766
MRI Software – Annual Subscription: £146,643
The Compliance Workbook: Annual Renewable: £14,625

3. Implementation and Support Costs

MRI Software – consultancy: £10,530

4. Scope of use

Civica – Keystone
- **Number of Properties = 5,155**

MRI Software – Housing Enterprise
- **Number of Properties = 5,212**
- **Number of Tenants = 6,954**
- **Number of maintenance requests logged annually = 38,000**

5. Contractual information

Civica: Intelligent Energy:
- **Duration of Current Contract: 12 months**
- **Renewal Date: 1st December**

MRI Software:
- **Duration of current contract: 12 months**
- **Renewal Date: 1st October**
- **Right to terminate without cause by giving 60 days' notice**

The Compliance Workbook
- **Duration of current contract: 12 months**
- **Renewal Date: 1st December**
- **6 months' notice**

6. Future Plans
- **Reviewing Asset Management solution**
- **Reviewing requirements for enhancements to tenant management solution**