ZIPPORAH

HOUSING
SERVICES

POST COVID COUNCIL

Pre COVID

Managing housing services has always been conducted with a significant human interaction. Contact and relationships are built between a housing officer and citizen, and from the outset, this may involve an unplanned resident simply dropping into the council office to enquire about an application process, hoping to arrange a future meeting, or further down the line, visiting properties and signing leases.

COVID Challenge

How can we now ensure that residents are fully informed without having to physically visit council offices? How do we arm both resident and housing officer with all the relevant information? Further down the line, the citizen will need to understand what is expected of them when it comes interacting with your housing staff, keeping both them and your staff safe at the same time.

90%

It is estimated that Zipporah's Covid Class Solutions have reduced avoidable contact by over 90%

4,000

Zipporah systems brought back online have managed upwards of 4,000 users booking at the same time

How Zipporah can assist with the issue

- Zipporah's solution enable omni-channel access to manage and schedule all your housing service appointments needs. Manage resident visits to your council locations by implementing a quick and easy booking tool, allowing both public and staff booking. The system will allow you the opportunity to control all the business rules related to the particular appointment, then add the Zipporah 365 plug-in to enable staff the ability to book an appointment via their Outlook calendar.
- Virtual viewing will allow the tenant to book a meeting with an email and video attachment or link to view the property, ensuring that social distancing can take place. In turn, this ensures that surfaces don't need repeated cleaning if there are multiple tenants interested. Once viewed, the tenant is able to confirm if they're interested in the property and can express the interest online, enabling officers to send out all the relevant paperwork via email, and prompting back office management of any tasks, documents associated and booking notes.
- Protect your lone workers, and maintain a healthy workload with real-time status updates (edit/review) on appointments outside of the council offices, and mark cases as incomplete/part-completed or completed.

Features & Benefits

Multiple calendars and resources with daily, weekly or monthly views – maximise visibility and review a variety of calendar views to suit you.

Role control ensures you have complete management of your service, by allowing controlled access to the system and review of full audit logs to top administrators available at any time.

Create comprehensive forms bespoke to your booking or appointment processes – ensure you get all the information you need, when you need it, tailored by you, for you. As your needs change or you recognise the need for service to adapt, make changes yourself, at the click of a button.

Manage the information you need to capture when booking – no one knows your service like you do, so who better to decide what information is required at the time of booking. With customer questions, you decide what's mandatory and what isn't, and as your service changes, you can alter your questions to suit.

Control the complexity of your appointment booking process – allow bookings to be made quickly and easily by administrators, allowing them to enter details at a later date during busy periods, while requiring more comprehensive data from citizens at the time of booking.

Manage allocation of appointments to relevant staff and rooms – ensure you have the best fit for both staff and rooms at all times. Always have the best person and the best space utilised, improving efficiency and service provision.

Learn more about our Post Covid Council services

Canteen Services	Customer Services	Environment Services
Finance & Accounting	Housing Services	Internal Services
Leisure, Outdoor Gatherings & Activity Centres	Library Services	Licensing & Trading Standards
MOT, Vehicles & Licensing	Parks & Highways	Registrars Services
Social Care Services	Sports & Venues	Training Services

Launch Post Covid Council