AUTOMATED ARREARS
PREVENTION

Guaranteed assurance whilst driving digital engagement

Intelligent Automation
mobysoft

What is Automated Arrears Prevention (AAP)?

Automated Arrears Prevention (AAP) flags tenants predicted to fall into arrears in the next three months and then automates contact with a message of your choice. Helping prevent tenants fall into debt, and avoiding the anxiety of arrears, whilst also reducing the future caseload of RentSense.

Why automate?

Enable staff and free up time

Our automated suite of products aims to reduce the amount of work required by officers. This is done both by making repetitive tasks easier to perform, as well as using technology such as machine learning to find patterns which a human never could then using these insights to drive automated actions.

Tenant wellbeing

Using inappropriate methods of contact not only hinders the efficiency of any contact but also can lead to unnecessary stress.

The demographics of tenants are changing, and this impacts on the way that they want to be communicated with. Understanding how tenants want to communicate is vital to any successful automation outcomes as well as ensuring tenants' wellbeing.

Staff wellbeing

Automation can free up officers' time to allow them to focus on the more complex, intricate work which requires a human touch.

This results in better outcomes for the organisation, and more rewarding work for officers.

Better results

Through the use of Intelligent Automation, Mobysoft customers have seen a marked increase not only in the level of effective tenant engagement, a reduction in arrears, and also a higher case completion rate. Coupled with increased staff and tenant wellbeing, Intelligent Automation is the key to delivering 'the right message, in the right format at the right time'.

Automated Arrears Prevention

As the saying goes, prevention is better than cure. So, if you can prevent tenants from falling into arrears in the first instance, not only is this a huge benefit for the tenant, but it also reduces officer workload.

This solution uses supervised machine learning, a type of artificial intelligence. Automated Arrears Prevention harnesses insight based on the largest rent data set in the sector (approaching 2 million tenancies.)

This solution identifies tenants payment patterns (all unintrusive data) and then matches similarities with tenancies across the UK. It then identifies regularly paying tenants that are currently in credit but at high risk of falling into arrears. Contact is then automated to send the right message at the right time to prevent a tenant falling into arrears without any requirement for officer intervention.

Intelligent Automation

Why use Automated Arrears Prevention?

- Helps identify tenants who are at risk of falling into arrears

- Automates contact with no manual intervention

- Tenants do not experience stress of arrears and feel supported

- Focuses on tenants that are have been in credit for the last 3 months

- Improves performance whilst creating significant capacity

- No unconscious bias by not profiling tenants

- Reduce future RentSense caseload

Contact

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