

# Performance Reporting

RentSense customers can receive an additional series of in-depth performance reports, over and above what is supplied within the RentSense application, that help management further monitor and manage performance.



The series of reports are automated for you by Mobysoft and are made available in the RentSense portal. The reports showcase the performance of the previous week, what's more in the portal managers can access the latest twelve weeks of reporting so trends are easily identifiable and it becomes straight forward to monitor ongoing performance.

Users are also able to download all or selected reports from the portal. These additional reports cover the following areas:

-  **Rule Performance**
-  **Patch Performance**
-  **Case Comparison**
-  **Patch Performance Comparison**
-  **Actioned Cases**
-  **Un-actioned Cases**
-  **Debt Age**
-  **Arrears Banding**
-  **Weekly Collection & Monthly Collection Rate Reports**
-  **SMS Reports**



## Rule Performance

This report lists each rule and shows how many cases were presented under each one and of that caseload how many were actioned. This helps income managers take a high level view of rule performance and how officers are addressing the respective cases.



## Patch Performance

This report is for income managers who want an overview of how each patch is performing. Managers can see a summary of completed and uncompleted cases, often managers monitor this report so they can identify trends in officer performance.



## Case Comparison

This wide reaching report presents a summary of cases recommended against which rule has prompted the listing, from both RentSense and the Housing Management System (HMS), with projected and gross arrears respectively. This element enables users to monitor and compare the performance of RentSense versus their HMS. Moreover it lists a comparison of cases recommended and not recommended and work completion rates from the previous three weeks, which helps highlight at risk tenants.



## Patch Performance Comparison Summary

This high level report is used by many to keep their SMT informed about their overall performance. It presents a summary of patch performance (which is often officer performance) including percentage of cases completed and associated arrears for those cases complete and incomplete.



## Actioned Cases & Un-actioned Cases

These two separate reports do exactly as they say on the tin, identifying all actioned and un-actioned cases. This helps management ensure officers are actioning and prioritising the correct cases.



## Debt Age

This helps team leaders identify debt in banding terms by age, such as less than a week, 1-2 weeks to 8+ weeks, so they can see monitor debt performance over a period of time.



## Arrears Banding

This is a weekly snapshot of arrears by banding in terms of level of debt, including less than £100, £100 to £250 up to above £5,000. This shows how many cases fall in to each band and their projected and gross balance. Moreover it also shows how many were recommended for contact and which contacts were completed. Again this helps managers monitor performance across all bands.



## Weekly Collection and Monthly Collection Rate Reports

These reports breakdown collection rates against payment types, such as; housing benefit, universal credit, direct debit and so forth. Managers are able to monitor payment types and quickly identify potential issues.



## SMS Reports

For users of MobileLogic (Mobysoft's text module) there are also some text reports. These include a report about which tenants will receive texts in the forthcoming week.



## All Cases

There is also a delivery status report that highlights invalid numbers which users can use to update and clean their database.

