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# Albyn Housing Society Case Study

## Transforming Civica Cx to drive compliance, consistency, and continuous improvement

### The Challenge

Albyn Housing Society was committed to getting more from its investment in Civica Cx — but like many organisations, early implementation had focused on replicating legacy processes rather than unlocking the full capabilities of the system. As demands evolved — including new regulatory requirements, greater reporting expectations, and operational pressures — the business needed more from Cx.

Key challenges included:

- Data migration issues from legacy systems
- Limited internal knowledge to configure and maintain Cx

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- Inconsistent use of case and task workflows
- Limited ability to generate reliable business reports and SSHC legislative returns (ARC)
- Regulatory compliance for new damp and mould reporting

### The Solution

Working closely with Albyn's IT, Performance, and Business Improvement teams, iStride supported a wide-ranging programme of work to unlock the full potential of Civica Cx.

This includes:

- Developing automated reports to meet new regulatory obligations around damp and mould, replacing manual Excel entry with efficient, low-risk processes

*"Jim brings deep knowledge of Cx and insight from working with housing providers across the country. That perspective helps us see opportunities, not just fixes."*

Robert Buchanan

**Director of IT and Business Services"**



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- Configuring custom reports aligned to business needs and KPIs
- Supporting the resolution of migration issues, identifying root causes and ensuring clean data going forward
- Training staff on Civica's architecture, with a focus on building in-house knowledge
- Expanding the use of Case and Task workflows to manage ASB, complaints, voids, and more — enabling a more consistent, process-driven approach across teams
- Empowering the business to monitor ARC performance in real time rather than waiting for year-end reporting

*"You always present with a professional, knowledgeable, and approachable attitude. You ask meaningful questions and deliver clear, effective solutions that help us meet both compliance and improvement goals."*

Claire Callander

**Business Improvement & Projects Officer**

## The Results

Albyn now operates with greater confidence, accuracy, and insight:

- **Regulatory compliance:** A new damp and mould report saves significant staff time, reduces errors, and ensures up-to-date reporting for both regulators and internal learning
- **Time savings and consistency:** Case and Task workflows now support a joined-up, auditable view of core housing functions, improving how staff manage tenant issues



- **Upskilled team:** Staff now understand how to configure and develop Cx independently, with iStride available for support on more complex issues
- **Better reporting:** Live ARC metrics and custom dashboards help monitor progress, improve data quality, and support faster, evidence-based decisions
- **Strategic benefit:** Albyn has shifted from a "lift and shift" mindset to a proactive, improvement-focused use of Cx — beginning to realise a real return on its investment

*"Jim helped us configure areas of Cx to support business improvements, giving us the ability to maintain and enhance the system ourselves. We now save time, deliver more consistent service, and have real-time visibility across complaints, ASB, voids and more."*

Maree Macrae

**Performance & Projects Business Analyst**



**Jim Walker**

Director

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