FourNet®

Modernising Tenant Experience Across Three Housing Providers

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Bringing Tenant Support Inline with Expectations

When tenants need support, they expect it to be quick, simple and on their terms. Whether they're messaging on social media or calling during a lunch break, they want the same seamless experience they'd get from a bank or a retailer.

First Choice Homes, Lincolnshire Housing Partnership (LHP) and Mosscare St Vincent's, all shared the same goal of achieving this next step in their transformation journey. However, legacy systems, limited integration, and tools that had been stretched over time made it difficult to evolve quickly or meet changing tenant expectations.

This case study explores how all three Housing Associations (HA) overcame those barriers, going live with cloud-based, omni-channel NiCE platforms that now deliver faster, smarter and more connected tenant experiences.

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Why Integration with Housing Systems Really Matters

At First Choice and Mosscare, integrating with housing management platforms was non-negotiable. These systems hold the most important information about residents, from tenancy details to repairs and contact history. This information is crucial for an agent to successfully serve a tenant, yet agents had to hunt for it during a tenant engagement.

At First Choice, the team chose to integrate NiCE CXone Mpower with their NEC Housing system via FouNet's integration partner Manifest's Universal Adaptor solution. The first phase of the integration enables instant screen pops when a resident contacts them. For Mosscare, a similar approach is underway with MRI Housing Enterprise, helping bring tenant information directly to the agent's screen.

The first phase of the integration journey enables instant screen pops of the relevant tenant record when a resident contacts them, helping bring tenant information directly to the agent's screen, improving customer satisfaction by resolving queries more quickly and reducing organisational costs by extension; in the case of MSV housing this integration was achieved natively through the work done between MSV, MRI and NICE.

Through Manifests UA, MSV have been able to accelerate and prioritise calls through the contact centre for customers who have been highlighted as being vulnerable as well as being able to perform Validation checks on customers key information when they initially make contact.

Subsequent integration phases with both deployments will seek to increase the amount of data shared in real time between the CXone and Housing Management systems, driving further efficiencies, reducing potential errors and duplications and improving both the agent and customer experience.

Providing instant access to tenant information may seem like a small change, but it has a dramatic impact on service – whilst contributing to contact centre KPIs, saving time on every call.

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> **Integrating housing management platforms gives agents everything they need, without switching screens or starting from scratch every time.**
>
> James Rowell, Project Lead

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Enabling Omni-Channel Service that Works for Tenants and Agents

Today's tenants don't just pick up the phone when they need to contact you. They message on Facebook, start a webchat at lunch, or send a WhatsApp in the evening and they expect a consistent, responsive experience across all of them. But for many housing providers, that demand has outpaced what legacy contact centres can support.

While their previous contact centres handled core voice services reliably, the growing demand for digital, multi-channel engagement highlighted the need for more integrated, flexible solutions. Without a single view of the customer, agents were working across separate inboxes, social media platforms and tools, making it harder to deliver joined-up service and track performance effectively.

The move to NiCE CXone Mpower brought everything together to enable true omni-channel service that works for tenants and agents alike. Although First Choice Homes are still exploring the addition of WhatsApp and web chat, they now have the functionality to extend their channels in the future.

For tenants, this means faster replies and no need to repeat themselves across channels. For agents, it means less tool-switching, clearer conversations, and better oversight, all in a single system.

> **It's not just about being on every channel — it's about managing them as one connected service. Tenants expect to reach us the same way they talk to friends. With CXone Mpower, we can meet them there — and manage it all without switching systems.**
>
> Customer testimonial

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Saving Time on Post Call Tasks

The role of the agent is to answer customer queries and create tasks throughout the organisation to get their request seen to, all while holding a conversation, spotting signs of vulnerability and remaining compliant. And while they do this they need to make detailed notes to keep a record of the interaction and update their record before jumping straight onto another call.

That's why we implemented Auto Summary for Mosscare, providing an extra layer of support to their agents, automatically taking notes throughout the call, outlining actions and follow-up tasks. This tool saves agents minutes after every call, and allows them to focus on the tenant's needs and challenges, rather than taking notes.

> **AutoSummary gives us better notes, faster wrap-ups, and a better experience for tenants. It just works.**
>
> Customer testimonial

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Solving the PCI Compliance Problem

At the start of our project with Mosscare, they also approached us to support them in keeping ahead of PCI compliance demands. They saw an opportunity to improve their PCI DSS processes, to both remain within changing standards, but to also provide a slicker payment experience for tenants.

With CXone Mpower, Teams and AllPay all integrated via PCI Pal, Mosscare now has a fully compliant payment solution. Tenants can pay securely over the phone, without compromising on speed or experience.

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Saying Goodbye to 'Blind Dispatch' Repairs

One of the biggest inefficiencies in housing repairs is the "blind dispatch". This is when agents dispatch an engineer to a property with limited information about what the issue is, only to discover the issue needs a different skillset or new parts. This is a huge inefficiency for HAs, costing them money on lost time and it also frustrates tenants who often have to wait longer for a fix.

To tackle this, Mosscare now has the functionality for video chat and are planning to it roll out in 2026. This technology lets agents see the issue live on a call to diagnose the issue, allowing them to dispatch the appropriate team.

Now, when a tenant reports an issue like a leak, broken boiler, or mould, the contact centre can initiate a secure video session. That simple addition has changed the way repairs are triaged:

- In some cases, agents can talk tenants through a fix then and there

- In others, they can ensure the correct specialist is sent with the right tools and parts

- And in the most serious cases, such as visible mould, they can prioritise the job immediately without waiting for a surveyor visit

For tenants, it means fewer delays, fewer repeat visits, and faster action on urgent repairs. For Mosscare, it means better diagnostics, lower costs, and less pressure on field teams.

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> **Video chat gives agents eyes on the issue — helping prioritise urgent repairs, reduce failed visits and get more jobs done first time.**
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> Customer testimonial

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Getting Ahead of Demand, Not Just Responding to It

Each housing provider began with different challenges, systems and goals - but all three have now launched integrated, cloud-based NiCE platforms that deliver a more seamless experience for tenants and a simpler, smarter environment for agents.

Working closely with each organisation, FourNet managed smooth transitions from legacy platforms, including Enghouse and Mitel, with no disruption to service. All three contact centres were integrated with key tools such as Housing Management Platforms all the way to payment gateways, allowing teams to hit the ground running from day one.

More than just a tech upgrade, these projects have laid the foundations for what comes next. With AI, automation, video and channel flexibility now in place, each provider is better equipped to adapt to tenant needs, changing regulations, and service expectations.

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Closing the Loop on Tenant Feedback

As part of their continuous improvement focus, Lincolnshire Housing Partnership has gone a step further by embedding feedback management directly within their contact centre.

Surveys are now triggered automatically across voice, email, and webchat, capturing real-time tenant sentiment after every interaction. This ensures every contact counts towards Tenant Satisfaction Measures (TSMs) and gives LHP a live view of how tenants feel about their experience.

Responses feed straight into dashboards within the NiCE platform, helping teams quickly identify trends, celebrate great service, and pinpoint where improvements are needed. The result is a more transparent, data-driven approach to tenant experience; one that listens, learns, and evolves with tenant expectations.

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