



# TPTracker<sup>®</sup>

*for social housing*

*for* **SOCIAL HOUSING PROVIDERS**

**Software to support your key teams:**  
Resident Engagement  
Community Support  
Customer Insight

**Specialist software solutions** for managing your resident engagement activities:

- Keeping your residents informed
- Listening to their views and acting on it
- Involving them in the organisation
- Helping them and their communities

**Can be linked** to your main housing management database, is quick to set up, easy to use and great value.

**Comes with** support to set it all up for you, train your team and then be there with help or advice if you need it.

## TPTracker for SOCIAL HOUSING PROVIDERS

### A single integrated solution

TPTracker® is available as a single package to support one of your key teams: Resident Engagement, Community Support or Customer Insight. Or you can choose the TPTracker® Multi-Team solution so that you have a single integrated database recording all their different resident interactions.

The single database of all your contacts at the heart of TPTracker® is good for data management and reliability. It also gives you clear operational efficiencies.

### Can it be linked to our housing management system?

Yes, the one central database of all your contacts at the heart of TPTracker® can be automatically linked to your main database (if you wish) to keep it up to date.

### Is it easy to use?

Yes, with clear navigation, easy indexing and quick look-ups, TPTracker® was built with you in mind. You and your team can quickly find, interpret and use all the information you need with minimum training required.

### Is it secure?

One of our most popular features is that YOU control who has access to your TPTracker® system. High levels of security and hosting in the UK, mean that while your system remains easy to access, your data always stays safe.

## Will it generate reports and tables?

Yes, TPTracker® has simple filters to generate instant reports and analyses with graphs, tables and Excel exports, for efficient management and clear insight.

## How many users can we have?

You pay for a single licence per organisation and can have **as many users as you need**. With TPTracker® you can rest assured that as your team grows, the costs won't keep escalating up.

## Can we talk to someone if we need help?

We are waiting for your call so we can help you to get started and then keep in contact with you. *We want to ensure TPTracker® makes a real impact on your organisation.*

## Our four key promises

We promise to make it easy for you to enjoy the benefits of TPTracker:

1. **One licence**

For your organisation, with NO LIMIT to the number of users;

2. **No long-term contract**

Just pay annually for as long as you need;

3. **People to talk to**

Yes, really! Who will listen to your needs and set it all up for you;

4. **Minimal training**

Onsite or online – you won't need much to get your team started.

## TPTracker for SOCIAL HOUSING PROVIDERS

### Your choice of 3 options

Choose one of our three standard **TPTracker®** packages:

The **TPTracker® Participation and Communication** Package

The **TPTracker® Support Programmes** Package

The **TPTracker® Resident Feedback** Package

Or we can put together a custom combination to suit your exact needs.

To discover more about **TPTracker®**  
call **08456 432 872** or email  
**support@arenapartnership.co.uk**

