

Introducing
AiDA ...



... the **key** to
managing your **Aids** and
Adaptations



AiDA Software

This unique software enables Housing Associations, RSL's and Local Authorities manage the full life cycle of the Aids and Adaptations process and adhere to the DCLG's Good Practice Guide Lines. AiDA is affordable, highly configurable and can be readily installed.

It is important to keep the disabled person and his or her carers informed about progress (and problems) at all stages in the provision of service.

DCLG Delivering Housing Adaptations for Disabled People – A good practice guide

AiDA at a glance

- Manage the full life cycle of adaptations, from initial request to installation
- Register of adapted properties
- Categorise adaptations into waiting lists and set targets for delivery
- Financial monitoring and budgeting
- Configurable workflow ensures requests for adaptations follow your processes
- Audit trail
- Query builder tool to extract data to spreadsheet based on selected criteria
- Parameterised reports



- Automated emails
- Keep customers informed of their adaptation request progress
- Built in security and data validation
- Interface with existing systems for:
 - Alerts - to highlight property adaptations - *requested or installed*
 - Property updates
 - Reporting tools such as Business Objects, MS-Excel
 - KPI Monitoring tools such as Covalent

AiDA delivers many benefits to help streamline the Aids and Adaptation request process.

Key benefits include:

- Reduced administration, saving time and money, including automated letters
- Performance monitoring:
 - to highlight delays, be it with an internal process, the Occupational Therapist or a Contractor
 - to extract KPI's
- Manage waiting lists with ease
- Demonstrates excellent customer service
- High quality data – through extensive use of drop-down selections and data validations
- Potential to work in conjunction with neighbouring Associations/Councils to show available adapted properties



Aida enables the collection and reporting of information on all aspects of the Aids and Adaptations process from request to completion. The Trust now shares information with internal as well as external customers. We can now identify trends in work types, provide information on timescales and budgets and generate notification letters to residents awaiting adaptations.

Ken Browne

Programme Manager Knowsley Housing Trust

System Information

AiDA is a Windows application built using Microsoft Visual Studio which uses an SQL server database, version 2000 or above.

The software will run on most versions of Windows.

Contact us

For more information including prices please contact us on **08444 125 828** or email us at enquiries@c2naida.co.uk Alternatively visit our product website at www.c2naida.co.uk



C2N Software

West Lancashire Investment Centre Maple View White Moss Business Park
Skelmersdale WN8 9TG

t. 08444 125828 f. 08444 125827

e. enquiries@c2nsoftware.co.uk w. www.c2nsoftware.co.uk