



Debt Management

Local Authorities must ensure that they use all means to contact every customer regarding debt, council tax and benefits. It is essential to open up all channels of opportunity for maximising revenue collection, at the same time, meeting the needs of the customer, reducing the need for court action and adhering to Local Authority legislation. Working closely with Local Authorities, Curved Air have designed a system to:

- Efficiently contact more customers than ever before in a much shorter space of time
- Cost reduction due to decrease in customers contacted by more expensive draconian traditional methods of debt recovery
- Multi-channel approach to ensure that every customer is contacted in all eventualities
- Provide multiple opportunities for customers to make payments
- Provide secure interaction for customers with any financial issues
- Discreet communication for even the most sensitive of cases
- Provide opportunity for customers to react quicker
- Provide full MIS and control to the client

Repairs & Maintenance

Curved Air are committed to evolving a partnership with local authorities to achieve a green flag standard repairs and maintenance service. Curved Air has developed a dynamic approach designed to help Property Services control and monitor the Direct Labour Organisation (DLO) and sub-contractors in carrying out responsive repairs and maintenance services.

The aim is for the service to be more responsive, more productive, more cost effective and more streamlined. With implementation, this transforms an existing paper based process into one based on real time and mobile; working with restructured administration and operational processes.

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