From Challenge to Innovation

Future of Finance Consulting used their expert knowledge and background in Finance, Data and Technology Transformation to create an innovative solution with a targeted design to reverse limitations of other options in the market.

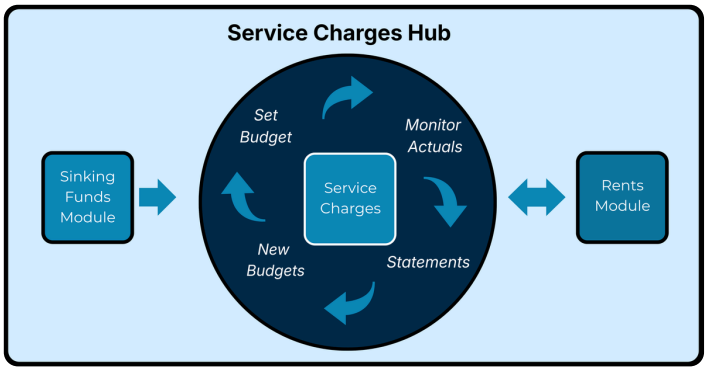
Service Charges Hub

Service Charges Hub will support you on your journey through ***Data Accuracy***, ***Clear Reporting and Cost Transparency, Improved Process Efficiency, and Longer-Term Compliance***.

Service Charges Hub brings data processing and reporting together into a single intelligent platform — providing a single source of truth for service charge management.

By centralising data and simplifying complex processes, it strengthens governance, enhances transparency, and helps organisations deliver clear, customer-focused service charge information with confidence.

Below is a diagram of the Service Charges Hub processes to help you understand how it can work for you.



About LiveWest

One of the largest housing associations in the Southwest, managing over 40,000 homes across the region.

The Challenge

Before implementation, LiveWest's service charge operations were largely manual. Although a service charge module existed within the organisation's housing management system, the complexity of its import function meant that manual data entry was, in practice, more efficient.

The Solution

LiveWest deployed Service Charges Hub as an overlay solution during a period of significant organisational change, including a forthcoming merger. The minimal IT overhead and streamlined implementation process were key factors in securing internal approval.

The Results

5,000+
Manual hours eliminated

Real Time
Budget monitoring year-round

- ✓ Logic-based estimates module introduced
- ✓ Manual data entry eliminated across the team
- ✓ Real-time budget monitoring replacing annual spreadsheets
- ✓ Improved scrutiny of both fixed and variable charges
- ✓ Redesigned customer-friendly leaseholder statements
- ✓ Full audit trail supporting LAFRA readiness

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Benefits for Service Charge Teams

Eliminate Manual Data Entry

- Drastically reduce time-consuming manual input, freeing your team to focus on what matters most.

Estimates Module

- Build accurate estimates with bespoke methodology per service where required.

Comprehensive Charge Management

- Manages fixed and variable service charges with ease, including multiple year ends, caps, and Section 106 caps.

Benefits for Finance Teams

Maximise Cost Recovery

- Ensures everything service chargeable is correctly identified, processed and charged back. Reduce financial leakage and protect your income stream.

Transparency & Governance

- Full audit trail of every transaction and decision. The evidence base needed for internal governance, external audit and regulatory compliance.

LAFRA Readiness

- The Leasehold and Freehold Reform Act demands greater accountability. The Service Charge Hub ensures you can evidence every charge with confidence.

Benefits for IT Teams

Plug and Play

- An overlay solution that sits on top of existing systems. No need to remove or replace legacy infrastructure — minimal disruption, minimal risk, fast implementation.

Microsoft Azure Security

- Enterprise-level security, data governance and compliance standards that IT teams can trust.

Commercially Backed

- Future of Finance Consulting provides a robust SLA — giving IT leaders the contractual assurance and security they need to recommend with confidence.

> *The Service Charges Hub has fundamentally changed how we manage service charges — moving from a reactive, manual process to a proactive, data-driven operation*

- LiveWest

SCAN HERE

SCAN ME

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SERVICE CHARGES HUB

Take control of your ***Service Charges*** *today!*