Translating Social Housing Application

Streamlining the approval Process

Business Goals

Serve the public by providing an outstanding experience for new tenancy requests, helping to improve overall satisfaction levels by speeding up the approval process while reducing litigation risks with lost or mis-understood information.

Challenges

Many customers requesting tenancy often spoke little or no English. More often then not any supplied document from the customer were in a foreign language, in return any documents supplied to them were in English only which they could not read causing distress and further delays.
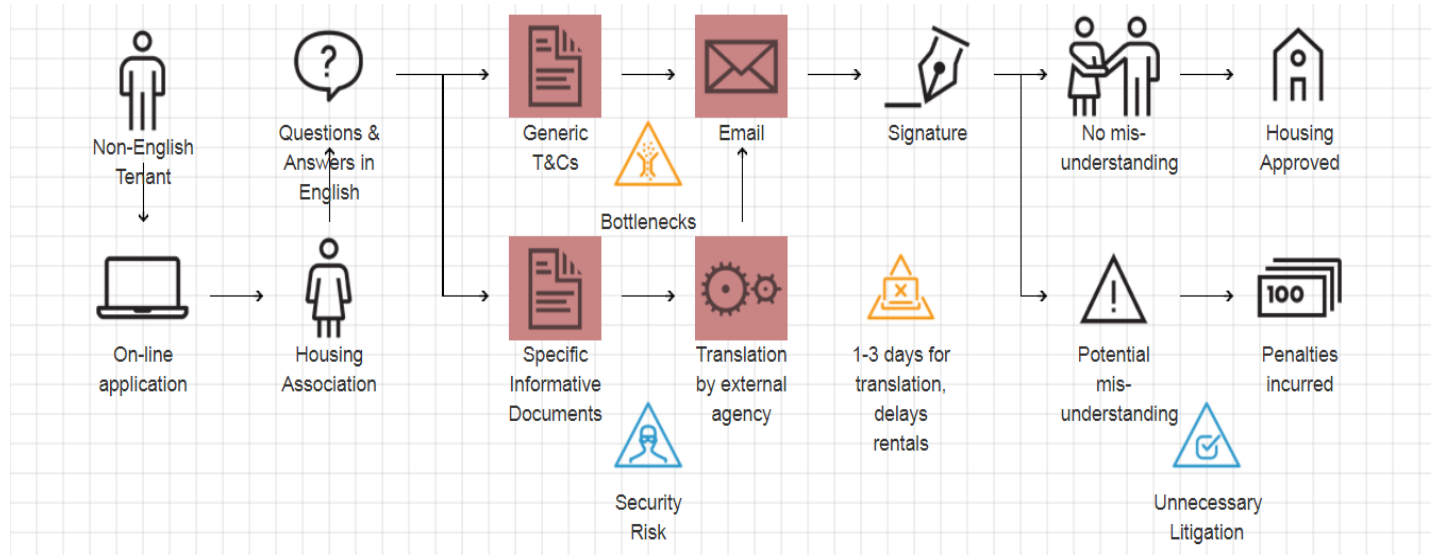
This in turn led to many litigation cases against the Housing Association due to information being mis-understood by their customer.

To overcome language issues and reduce litigation risk, a human translation service was used to ensure documents were understood by both parties. Currently 20 documents were being translated per week with the average document being 3 pages containing 350 words per page.
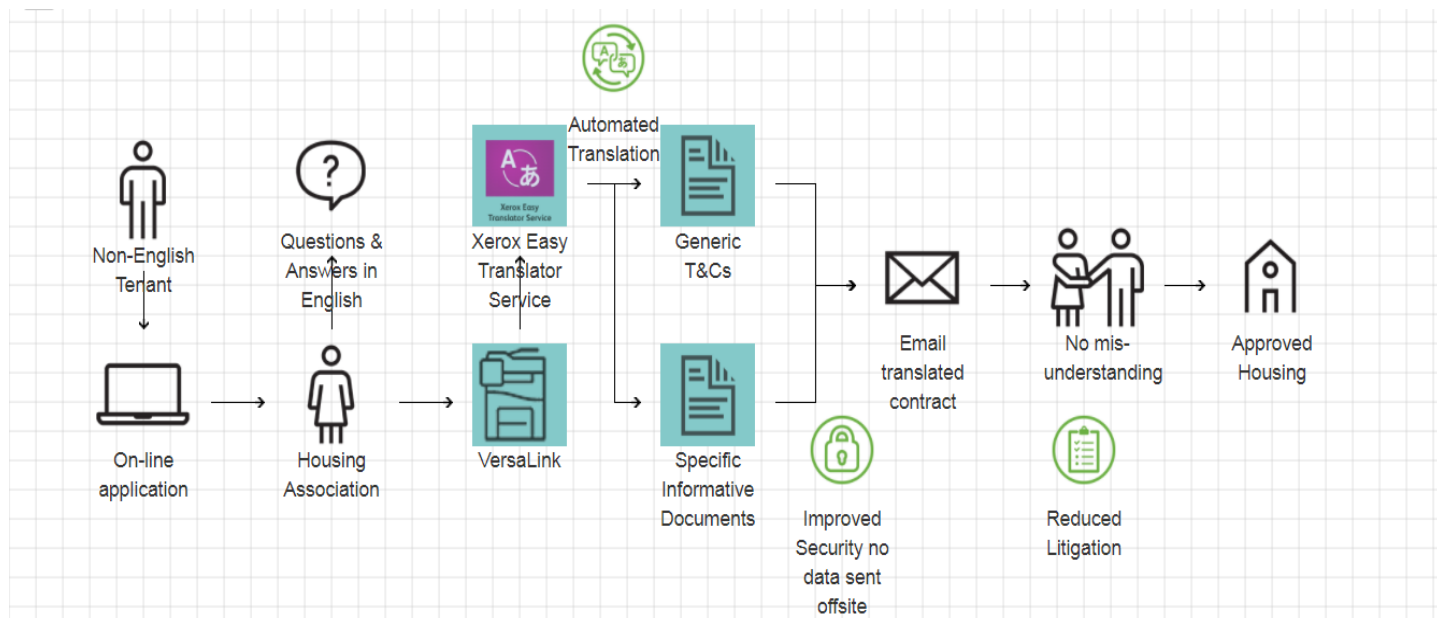
Being a human translation service, documents were sent to the translation service via email and took 1 - 3 days to turn around, adding to both data leak risk and delays in making decisions.

BEFORE

Non-English Tenant → On-line application → Housing Association → Questions & Answers in English → Generic T&Cs / Specific Informative Documents → Email / Translation by external agency → Signature → No mis-understanding → Housing Approved

Bottlenecks
Security Risk
1-3 days for translation, delays rentals
Potential mis-understanding → Penalties incurred
Unnecessary Litigation

AFTER

Non-English Tenant → On-line application → Housing Association → Xerox Easy Translator Service / VersaLink → Automated Translation → Generic T&Cs / Specific Informative Documents → Email translated contract → No mis-understanding → Approved Housing

Improved Security no data sent offsite
Reduced Litigation

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Financial Savings

Thanks to the machine translation quality and the reduced requirement for human translation, the customer was able to save in excess of $110,000 per year.

	Before	After
Human Translation cost per year	$131,040	$19,100
Machine Translation cost per year	$0	$28
Total cost over 5 years	$655,200	$96,140
Savings over 5 years	$0	$559,060

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