

LOCTA HAS THE *POWER*

To... Put Customer's Needs First

Customer service is at the core of the LoCTA Hub – that's why we've managed a 98% customer retention rate.

We're always looking for new ways to improve customer care, improve the user experience, and ensure that our customers get the best value.

We listen to what our customers need and use that to develop the Hub, and we're always there to give pointers and provide training. We also make sure that our Support team are on hand for users to answer questions or queries.

We also make sure that our customers know how far their licences go across their Authority. The Hub is not only available to the traditional teams in revenues and benefits, but also in business rates, sundry debt, and any other departments that require access to the data that the Hub holds (subject to compliance).

We recently introduced LoCTA to Neighbourhood Compliance, Trading Standards and Environmental Health, Licensing and Community Protection, and Previous Tenants rent arrears teams – this has proven to be very successful.

Currently, we have in the region of 20 different teams accessing the Hub within Authorities, all on the same license, for the same fee, with no additional charge.

If you want results for your whole Authority, join the LoCTA Hub.

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