

# Scottish Government

## Private Landlords Registration System (LRS)

### Challenge

Private landlords in Scotland are required to register with their local authority to give tenants assurance that landlords are reputable and to provide the local authority with a full picture of the private rented sector in their area. To support this project, The Scottish Government decided to create a website and associated registration system, where landlords and/or their agents register themselves and their properties, to support local authorities in carrying out checks on the suitability of the landlord.

### Solution

Amor Group undertook a feasibility study and developed a complete specification for the LRS. The system was subsequently developed by a third party. Amor Group was invited to open discussions with The Scottish Government to take over the support, ongoing development and operation of the system, as the original developers had removed themselves from the software development market.

As part of the due diligence in taking over the contract, Amor Group shadowed the incumbent in undertaking some minor enhancements and support of the system. With the agreement of The Scottish Government, Amor Group undertook a technical appraisal of the system's design and architecture. The deliverable from the appraisal was a technical note which identified bottlenecks in the registration administration workflow and 'hot spots' where the number of support calls was greater than would normally be expected for a mature system.

Subsequent to the due diligence Amor Group provided support and maintenance, and implemented a number of system improvements based on the technical appraisal recommendations. These improvements have been agreed by the LRS IT forum in which Amor Group is involved. Recent changes have included improving the security, the reporting facility and the registration process. Amor Group is now focused on the functional enhancement of the Registration System to meet the growing requirements of The Scottish Government.

### Results

Through the system design analysis Amor Group used its expertise to stabilise the existing system. Fundamental changes to the design improved the performance, security and robustness of the system. By introducing regular board meetings and attendance at the LRS IT forum Amor Group improved communication between the department and supplier. Amor Group sought input from regular system users in order to gather valuable user input on how they would like to see the system improved - ensuring that the LRS met the clients needs whilst being user-friendly. This was reflected by the fact that in the first 6 months of Amor Group's contract the number of registered Landlords increased by 50%.

“**Amor Group is a professional and highly efficient provider of IT services. They delivered on time, on budget and to specification. Amor Group met expectations and in some cases exceeded them in relation to the development.**”

Alison Byrne, Private Rental Sector, The Scottish Government

### Solution Overview

Amor Group undertook a feasibility study and developed a complete specification for the LRS

Our appraisal delivered a technical note which identified bottlenecks in registration administration workflow

Support and maintenance was provided and a number of system improvements based on technical appraisal recommendations

### Benefits

LRS existing system was stabilised

Increased LRS security and robustness

Improved communication between the department and supplier

Improved LRS performance

Dramatic increase in system usability and increased usage by 50%



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