



PRODUCT SUITE OVERVIEW



Resident Product Suite

Gain increasingly precise visibility of the waste behaviours of your community.

The Resident Product Suite paves the way for Council to create relationships with the various stakeholders related to specific properties within your community.

Never before have you had the ability to build and **maintain precise information on usage of waste services**. Enabling a data driven analysis that can more confidently lead to behaviour change and inform future waste education planning, programs and services.

Why is it better?



Full Visibility

Through building detailed and personalised digital profiles of both residents and properties within your community you can gain full visibility over the waste behaviours and activities of individuals in your community.



Improve customer service

Digitising resident waste services can significantly reduce the time and effort involved in delivering these services. Transparent resident and property data also increases the confidence of customer service staff, resulting in fewer customer complaints and a faster turnaround on services. Available as either a Council Managed Service or through Resident Self-Service.



Understand community waste habits

Accurately measuring waste generation per household allows you to better understand community waste habits. Reward good behaviour, put initiatives in place to change bad waste behaviour and better plan for resident and council needs.



Personalised service offerings

Digitising the residents and property types within your community will give you the tools to personalise service offerings in a targeted way and use data to directly influence behaviour change at a household level.



Reduce misuse

Property and relationship specific data eradicates many avenues of intentional misuse immediately. With all waste service data linked to specific people and/or properties in your community, or license plates. Easily see the true waste behaviour of individuals and if there are any discrepancies such as fraudulent voucher use.



Make informed, data-driven decisions

Resident and property data will quickly become a key driver in Council decision making. Use data to make decisions in many areas such as community marketing and education programs, implementation or removal of entitlements and adjustment of facility opening hours and locations.



Product Suite Features

- ✓ Link residents, ratepayer and other stakeholders to individual property addresses across your community.
- ✓ Assign waste entitlements that directly correlate with each role and property type.
- ✓ Issue resident vouchers and view the number of vouchers used, cancelled and expired across any time period. This gives gatehouse staff access to real information and confidence when questioned.
- ✓ View insights for specific suburbs including the total net weight and total amount of waste relating to a programme, within the suburb analysis feature.
- ✓ View waste behaviours and entitlement insights tied to specific vehicles and stakeholders.
- ✓ See a visual map of total 'source to site' movements of all residents in your community and gain insights such as number of tickets, number of vouchers, number of vehicles, weight and total amount of waste for all or specific sites.
- ✓ Incorporate and make use of Council branded and customised voucher templates.

Product Range

The resident data you gain within the Resident Product Suite adds extensive value and functionality to the products available within this suite. Also known as **Programme Types**, these products can be added to the Resident Product Suite via an additional subscription.



Voucher Management: A simple yet powerful tool for issuing, managing and measuring waste vouchers and entitlements. The Voucher Management product delivers a faster and more personalised waste voucher experience for councils, residents and community members.



Resident Access Control: Give your residents access to your remote waste facilities while maintaining security. With a property ID and a corresponding PIN allocated to eligible residents, your site will remain secure by ensuring that only pre-defined residents will gain access. The same functionality can also be used to manage access for staff, contractors and other approved site visitors.



Bulk Waste Collection: Capture bulk waste, hard rubbish or verge collection pick-up requests for a specific resident/property pair, along with all relevant request and booking details such as requested pick-up date and special driver instructions. Bulk Waste Collection also includes an entitlement management structure to ensure that a property entitlement, or resident/property pair can be enforced and managed.

How does it operate?



Council Managed Service

Council employees at the service centre can log onto Mandalay and make use of the functions such as registering missed bins, submitting new service requests and more on behalf of the resident. This operation is a standard function of the resident product suite.



Resident Self-Service

This method involves a link being sent to residents which allows them to go online and undertake these same waste tasks themselves with zero employee interaction.

With resident authentication included in Resident Self-Service, your staff will have information on hand to confirm that a resident lives where they say they live. With property and resident data provided, uploaded and configured, you gain more transparency and insight about resident behaviour. Resident Self Service is available at an additional cost.

 Get in Touch

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