



# Issue

Demand for speed and efficiency is elevating the importance of data, as intelligence increasingly underpins decision-making. For many social housing landlords it is now essential to use condition data as the basis for effective planning and execution of responsive repair programmes and property upgrades.

Repair data can be used to drill down into recurring issues and address the root cause to provide better long term solutions. Data can benchmark and track performance as the basis for developing better systems and more efficient working as budgets continue to get squeezed.

With 1000's of properties in their portfolios, landlords are looking for assurance and this translates into simpler systems to capture, share and analyse condition data. The challenge is not producing data, but consolidating it for use by client, maintenance provider and residents.

# Solution

As a maintenance provider our systems must interface with clients systems as seamlessly as possible to allow real time data reporting. However every client needs flexibility, as some use separate call centres, some only want repairs whilst others include planned works and new build projects. Every situation needs a tailored 'best fit' solution.

To deliver this flexibility and put clients at the heart of their data our 'In-touch' suite of digital tools has been consolidated by:

- Selecting a standardised Microsoft platform and products which are scalable and configurable to the clients systems.
- Using 'out of the box' solutions and applications providing agility to exploit evolving technologies.
- Investing in an in-house Digital Transformation Team, who align the client's systems to deliver their specific data needs.

# Outcome

The benefits for clients to improve efficiency and the resident experience are tangible:

## **Resident Experience**

- Greater control and visibility of response from logging a repair through to completion.
- SMS messaging and calls provide progress updates and reminders to keep residents better informed – as a result more appointments are being kept and satisfaction has increased.

## **Operative Management**

- Real time information along with improved tracking enables planners to optimise travel times and deploy the right resources to the repair.
- Visibility of repair performance is helping to build a better understanding to improve repair decisions.
- Skill allocation and gaps can be better managed and absences more efficiently covered.

## **System Implementation**

- Dashboards tailored to each user so client, planners, voids, commercial etc. only view information to do their job.
- Training has focussed on application of information to improve efficiency and effectiveness for residents.