Totalmobile

Homes for Haringey

Homes for Haringey (HFH) is an Arm's Length Management Organisation (ALMO), set up in April 2006 to manage Haringey Council's social housing.
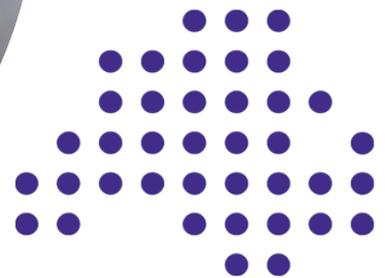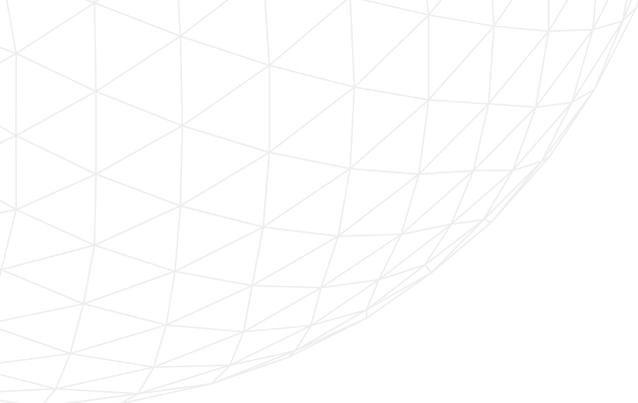
They manage around 16,000 tenanted and 4,500 leasehold properties and employ around 570 staff (excluding HRS). They also have their own in-house repairs service (Haringey Repairs Service) with around 180 staff which carries out around 60,000 repairs to council homes every year.

HRH's vision is 'Housing is about people and communities, not just bricks and mortar. This means mixed and inclusive neighbourhoods where residents can lead happy and fulfilling lives.'

Their strategic aims are directly aligned to the Council's housing aims of improving help for those in housing crisis and driving up the quality of housing for all residents:

- Work in partnership to prevent homelessness and help those in housing need
- Provide excellent housing management services and improve life-chances for Haringey residents
- Improve existing homes and increase the supply of high-quality affordable housing

Challenges

HFH's biggest challenge was to reduce cost across their maintenance and repairs business. High costs and an inability to identify where these costs came from or how they were generated was becoming a major challenge. There wasn't a system which gave them visibility of everything in one place, therefore there was no real control or means to reduce the spend.

Due to costs being so high, processing jobs took a long time. There was a very manual process in place that required each job to be checked to ensure the costing was correct, which would ultimately lead to a poor service being delivered to their tenants.

HFH very quickly decided this process was not efficient and changes had to be made in order for them to overcome their challenges. It was agreed that to achieve this an updated software system had to be introduced.

Why Totalmobile

HFH knew they had to find a system which offered them transparency and visibility of what was going on in the repairs and maintenance side of their business. They had three different systems within the company for repairs and maintenance and HFH knew there had to be a radical change in this area in order for them to transform and streamline the business.

Connect from Totalmobile was the only solution in the market which offered HFH the potential to deliver every required capability in one system. This enabled HFH to remove multiple systems from the company and provide total transparency and visibility of jobs and costing.

Benefits

"Connect has enabled transformational change to our repairs service offered to residents. By providing one solution which meets all our job management requirements, we have been able to streamline processes across all areas of service delivery. It encourages a proactive real time focus on the things that our customers care about; quality repairs, done by appointment, by staff who really care about the customer experience".

Pete Davey - Head of IT

The main advantage of using Connect as a software solution was that it enabled HFH to work from one single system. This provided them with one way of reporting and flagging up any jobs which needed addressing quickly. It enabled HFH to focus in real time on things that directly impacted their customers, which meant they were able to improve customer service instantly, and therefore tackling one of their key challenges.

Working in real time has meant HFH are more efficient in dealing with tenant issues as they land on the system, allowing HFH to effectively manage any workflows.

Having an effective workflow in place has helped HFH adopt the 'can do – fix it before it goes wrong' attitude and culture, which has encouraged jobs to be effectively managed. This has resulted in work being getting completed faster, which has had a positive impact on the organisation, staff and tenants alike. This has also led to significant improvements in the bottom line for HFH, helping them deliver a much more efficient and cost-effective service.

The Future

HFH are looking to expand the use of Connect into other areas of their business, such as facilities management, offering them an increase in transparency, efficiency and driving their business forward. They are also exploring using the software solution for their asset management, to keep all systems on one platform and provide them with better control.

HFH have also started to map out using the Connect solution in their Health and Safety compliance service. This will ensure their tenants are kept up to date on any compliance issues and homes are regularly checked and monitored as required.
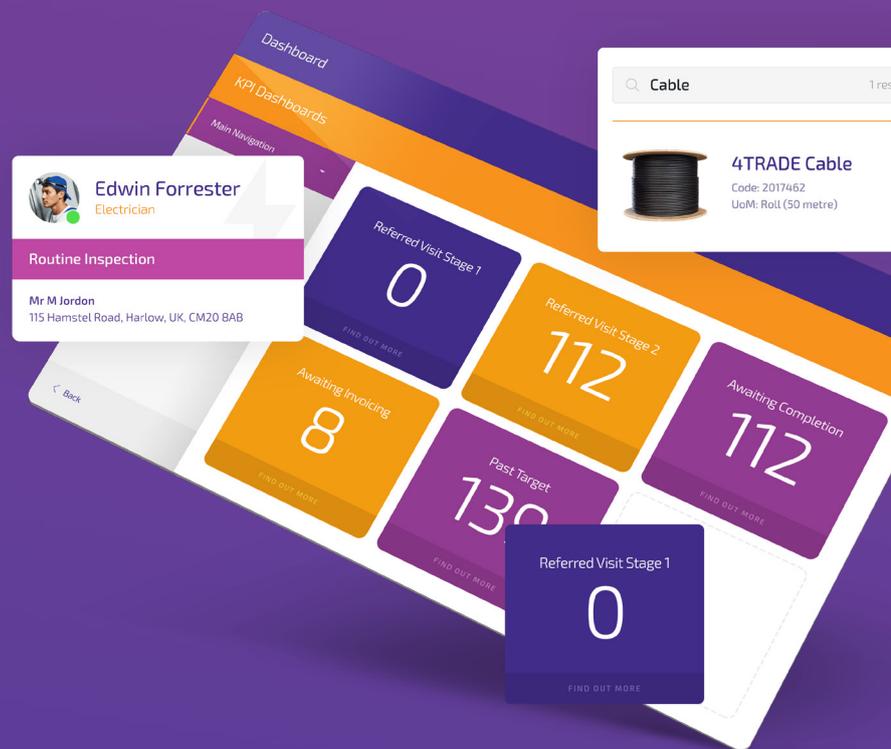
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Totalmobile

Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

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