



**New Forest**  
DISTRICT COUNCIL

## NFDC see immediate benefits with new property management system

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*"We have seen immediate operational benefits and are about to produce our first detailed set of performance comparisons."*

**Chris Haws**  
ICT Projects Manager

The Building Works section of New Forest District Council (NFDC), carry out responsive repairs, void repairs, planned & cyclical works and gas servicing, supporting approximately 5500 dwellings. They also service non-Housing repairs for the Council's civic buildings and other properties.

With the Building Works section struggling to make improvements to customer service and resource management, NFDC decided that an integrated contractor management system was required. Within days of a new system being implemented, NFDC saw immediate benefits.

- There were immediate benefits in moving away from paper based job tickets. No longer did the operatives have to visit the office to pick up work.
- Appointments could be offered to residents at the first call, with the knowledge that sufficient operative resources were available to fulfil the commitments.

*"As soon as the ROCC system went live we could see immediate benefits, with operatives receiving jobs in the field and not needing to visit the depots"*

**Chris Haws**



- With the fully integrated solution, there is no re-entering of data between the Call Centre system, the existing Housing Management system, the new contractor management system, DRS scheduling and the existing financial system. Not only does this reduce the administrative overhead but improves data accuracy and means that management information is available in real-time.

*"The operatives found the ROCC mobile system easy to use from the start, even when they are in an area with no signal, the system works offline and then automatically synchronises the data when a signal is found."*

**Chris Haws**

- Previously timesheet completion was a labour intensive manual process resulting in double handling of data and scope for error. Job information was recorded manually on job sheets leading to inaccuracies and paperwork regularly going missing. With the new Contractor System, timesheet information is automatically recorded as the operative progresses through the job using their mobile device. This means that accurate timesheet data is captured in real time with no additional administrative effort.
- The improved communications with the workforce provides management the ability to efficiently communicate health & safety instructions and manage lone worker situations. Improved communications with tenants by offering SMS appointment confirmation messages will reduce the number of no access visits

- The automated workforce scheduling improves workforce productivity, reducing wasted travel time caused by unnecessary journeys back to the depot or by inefficient schedules and reduces the associated carbon footprint.
- The solution also enables a greater percentage of first time fixes and fewer missed appointments. Planners have full visibility of operative's locations and job statuses, and can actively manage appointments that are in jeopardy of being missed.

*"Allocating stock to jobs using the handhelds has provided better management of van stocks and allowed easy replenishment processes to be put in place."*

**Chris Haws**

*"The team at ROCC have been very supportive and understood our requirements."*

**Chris Haws**

**ICT Projects Manager**

### About New Forest District Council



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Geographically New Forest District Council is one of the largest non-unitary authorities in the UK. The Building Works section carry out responsive repairs, void repairs, planned & cyclical works and gas servicing, supporting approximately 5500 dwellings. With 30 Reactive maintenance and 35 Planned Maintenance operatives plus 8 gas and 9 electrical engineers, the team deals with 17,000 repairs per annum. Works range from fixing leaking taps to complete refurbishment and

modernisation of both domestic and commercial properties, to a value of £5.7 million per annum. Building Works also service non-Housing repairs for the Council's civic buildings and other properties.

### **About the new Contractor Management System**

The Buildings Works Service has been managed using Orchards Housing Management System, Agresso Financials together with a number of paper based processes for managing the day to day repairs. The lack of a management information system was hampering improvements to efficiency and effectiveness of the service. There was a realisation at NFDC that to improve the customer services and manage resources more effectively, an integrated contractor management system would be required.

Following a thorough OJEU tender process, ROCC's Housing solution was selected, incorporating ROCC mobile working and dynamic workforce scheduling using the Kirona DRS product (formerly OptiTime).

The functionality of the ROCC Housing system provides a solution that includes:-

- A software solution for tradesmen to be able to use on mobile devices
- A scheduling system for tenant appointments
- Job management & tracking
- Job costing
- Material purchasing & replenishment
- Specialist works management
- Performance and productivity management to support NFDC's KPIs.
- Flexibility to meet changing needs

The phase 1 of the project will be fully completed by June 2016. This will be followed by cyclical inspections for Gas and electric, this will be followed by reviewing Void and Planned (major) works.

In the meantime a project running in parallel is to introduce ROCC My Repairs is being implemented to allow tenants to report repair requests directly via the Internet.