Why Implement a Social Housing Software Solution

ROCC Computers White Paper

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Considerations

Increasingly the implementation of an IT solution is being seen as a strategic enabler to overcome some of the most difficult problems that must be solved by Social Landlords. A summary of some of the key issues are:

- Improving Customer/Tenant Satisfaction
- Providing a 'first fix' repairs service
- Meeting all repair appointments within tme
- Completing the repair in the most effective and efficient way
- Providing a quality repairs service
- Listening to the needs of customers/tenants
- Getting the most value from the materials supply chain
- Providing a safe working environment for employees
- Enabling proactive reporting and feedback to and from all parties
- Enabling a flexible 'evolving' environment to cater for future requirements

Benefits of implementing IT

- Quick logging of repair requests ensuring that all relevant information is captured whilst the tenant is on the phone resulting in high levels of customer satisfaction and less wasted time

- Accurate logging of tenant repair requests utilising 'tenant friendly' repair diagnostics to ensure the correct problem is identified so the work can be completed on the first visit wherever possible. This will ensure the tenant is not unnecessarily inconvenienced and the work is completed in the most efficient manner

- Tenant enquiry and satisfaction management to ensure customers feedback is recorded and analysed so the repairs service is continually monitored and improved

- Resource Management to ensure the most suited operative is assigned to fix the problem and is equipped with the correct skills and materials for the job

- Ensures all known risks related to the work are communicated to the correct people

- Budgets are updated in realtime to ensure the actual and expected revenue is known at any point in time

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- All costs and time are accrued to the job to ensure a complete audit and cost profile is available

- The solution should use the latest Web based software from Microsoft which enables reliable, progressive and a lasting technology for the future and facilitates interoperability and integration with desktop applications such as Microsoft Word, Outlook and Excel. This combined with a proactive application development strategy ensures the solution moves forward inline with legislation and customer requirements

The Solution

Any Social Housing repairs IT solution must comprise the following modules in a single, fully integrated system:

- Call Centre Module
- Repairs Diagnostics
- Property Database
- Reporting & KPI Portal
- Tenant feedback
- Customer Satisfaction
- Repair ordering and Workflow
- Appointments
- Stock Management
- Mobile Working
- Purchase Order Processing
- Gas Servicing
- Cyclical Works
- Projects
- Job Costing
- Budgeting
- Post & Pre Inspections

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The following technical specification is required:

- Developed using Microsoft's ASP .Net Framework
  - Visual Studio 2008, .Net 3.5
  - Gives faster, less problematic development

- Deployed under Microsoft SQL Server
  - SQL Server 2000, 2005 and 2008
  - Allows quick deployment and low startup costs
  - Is stable, secure and easy to manage

- Hosted on Microsoft Windows Server Architecture
  - Windows Server 2003 and 2008
  - Is quick to setup and easy to maintain
  - Provides best possible performance

- Web Browser Based Access
  - Internet Explorer 6, 7 and 8
  - Clients can run Windows 95, 98, 2000, XP and Vista
  - No client side installations

Conclusion

Ultimately the resolution of these issues will not be achieved just by the implementation of an IT solution alone. However in conjunction with good management strategy, investment in people and the adoption of best practice, assisted by the successful implementation of an IT solution, real benefits can be delivered as described above

The selection of an good IT partner is essential within this process, not just for the software elements of the solution but also for the innovative attributes and expertise that only a niche software supplier can contribute.

About the Author

Chris Potter is the Operations Director at Brighton based ROCC Computers and has over 25 years experience working within the IT Sector

The Uniclass Division of ROCC Computers provides Social Housing IT solutions. In addition ROCC also supply Housing Repair, Highways and Waste Management solutions to Commercial and Local Authority Markets.

ROCC Computers Ltd is proud to announce its new range of enterprise software solutions aimed specifically at the Social Housing Market.

For more details please visit the company website at www.rocc.com or contact Chris at chris.potter@rocc.co.uk