

case study



In Control of Gas Servicing

Gas servicing is a major aspect of housing maintenance and with legislation and regulations to adhere to; it is the responsibility of the landlord for keeping up to code.

Scheduling gas servicing and maintenance appointments is a manual task in many housing associations and they are responsible for booking appointments with their tenants, unlike with their reactive repairs function. Finding a way to perform gas maintenance cost effectively while also ensuring full compliance with legislation is something that is on the agenda of most organisations, including Housing Hartlepool.

as in many cases the tenants would not be home and a piece of paper would be slipped through the door asking them to call for another appointment.

Housing Hartlepool introduced Xmbrace's OPTI-TIME Gas Servicing functionality in November 2008 along with Civica's Servitor software and mobile solution.

The new capability takes all of the information about the properties that require a gas service and safety checks, loads them up and then sends a letter at least two weeks in advance to the customer stating when an operative will come to do their service, allowing them time to rearrange the appointment if it is not convenient. The system automatically schedules the operatives' diaries and tabulates the best geographic route to be taken. Housing Hartlepool also use active messaging which sends out a reminder message the day before the work has been planned.

“The system gives us a better understanding in this area. We also have better control over our resourcing requirements for servicing, knowing our needs well in advance, which helps us better manage the overall process.”

Brian Thompson
Building Services Manager
Housing Hartlepool

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Previous to November 2008, Housing Hartlepool used a central system that told them what properties were in need of gas servicing. Tenants would be informed by letter that works would be starting in their area, the proper paperwork would then be printed out and the operatives took their jobs and headed into the field to begin knocking on the appropriate tenants' doors. This was an unproductive use of the operative's time



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One of the biggest benefits that Housing Hartlepool has seen is in relation to managing their gas servicing. Having everything available in real time allows them transparency into their operatives' working day with current, clean and up to date information.



Housing Hartlepool have operated the system for over a year now and in terms of efficiency Brian Thompson, Building Services Manager explained, "Things were pretty good before we started the process, however we couldn't measure how successful we were gaining access first time. Operatives knocked on doors and left a card; everything was manual so we had no statistics with any value - now we do. The system gives us a better understanding in this area. We also have better control over our resourcing requirements for servicing, knowing our needs well in advance, which helps us better manage the overall process."



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