



## Notting Hill are Reaping the Rewards of Mobile Housing Repairs

### Case Study Overview

Notting Hill Housing is using Kirona's Intelligent Mobile [Motile] Housing Solution to improve Its Housing Repairs service.

The Motile Working Solution has helped the housing association to achieve its transformation targets by enabling field based workers to capture information and then upload it to the back office wirelessly via a mobile device in real-time. In this way, Notting Hill have reduced the need for re-keying of data, improved data accuracy and shortened the time taken to complete jobs.



### Business Challenge

Like most Housing Associations and Registered Social Landlords, Notting Hill was finding itself increasingly under pressure to become more efficient and offer an improved service to the community.

Traditionally the Housing Repairs team focused its work around a paper based inspection process. Housing officers would arrive at the office in the morning to pick up their works orders, then travel to the various sites and capture inspection information by hand onto paper based forms. At the end of the day, the worker would then return to the office and hand over the paperwork to be inputted into the computer system by a colleague.

This paper orientated working process however, was long, complicated and did not utilise the worker's time and expertise to their full extent. Furthermore, transcribing notes at the end of the day led to several shortfalls within the service:

- Data accuracy could be poor due to a lack of notes or poor quality handwriting
- The need for re-keying of data meant that recording information required twice the resources it should have
- The need for an officer to return to the office to update information and progress a repair meant that customers could be left waiting a lengthy period of time to see any results

Notting Hill Housing therefore set itself goals to provide a repairs service which would resolve the highlighted inefficiencies, with a mobile working solution which could offer a significant Return on Investment (ROI); not only financially, but also in customer service.

For more information contact Kirona

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### The Solution

Having identified the need to improve their working process, Notting Hill searched the market for a mobile working solution which would fit with their existing working structure and integrate with incumbent housing software. They needed a supplier who not only had extensive experience with back office integration, but also with the way in which local authorities work. For these reasons, they came to Kirona.

Kirona's intelligent mobile [MOTILE] application suite provides Departmental or Enterprise mobile & flexible working solution for public sector organisations; which can be used on any mobile device, through any network and integrated with any back office.

Notting Hill Housing chose to implement Kirona's 'Motile' Housing application for their Repairs team on PDA and Tablet PC devices. By using the application, they can access back office information wirelessly; therefore eliminating the need to visit the office and pick up any paper based job sheets. Similarly, information is recorded in the field using electronic forms which when complete, automatically update the back office information and remove the need for users to re-key data. Officers also have the option of taking images and sending these to the back office with the job details, to provide photographic evidence of necessary repair work.

### Outcomes and ROI

Notting Hill's mobile solution has helped the repairs team to reach the goals they set out to achieve at the beginning of the project. Ultimately it has facilitated a more efficient working process for officers and improved the service offered to customers.

#### Notting Hill Outcomes:

- Electronic data capture has led to reduced re-keying of data and **removed the administration burden from staff**
- Direct population of information into the back office means that **data is accurate and precise**
- As Repairs information is processed on-site, customers can be advised instantly of progress; therefore receiving an **improved customer experience**
- As information is updated into the back office in real time, it can be acted upon quicker and **reduces the time it takes to complete jobs**

#### Final Comments:

David McLean, Notting Hill's head of Housing Repairs commented that;

*"Our customer service surveys have been very positive. Customers really like that the mobile solution allows them to be given works order reference numbers whilst our surveyors are still in their homes. They now see a tangible result in the first visit to them and are made to feel that immediate progress is being made."*

### For more Information

To find out more about the Notting Hill's project, discuss your organisation's needs, or learn more about mobile working best practice; contact Kirona [contact@kirona.com](mailto:contact@kirona.com) or visit our website; [www.kirona.com](http://www.kirona.com)

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