

# Reidmark success stories: Broadland Housing Group



**Broadland Housing Group has been using RSLmanager since 2003. They recently enhanced the system with the development and addition of a dynamic Asset Management Hub. We asked Andrew Savage, Group Director of Development to explain his experience of implementation and find out how the system is working.**

*Hi Andrew, thank you for joining us today. I'll kick off by asking you why you wanted to change and enhance your current system? What were your objectives?*

Fast accurate reporting is what asset management is about. From managing budgets to supplying Decent Homes plus information. RSLmanager had been created to link this information to customers and report and record repairs but we needed the information to be more dynamic. We wanted to reduce the administrative and telephone time and create a system that allowed customer services' teams and customers to report faults, identify the accurate repair and create the correct priorities. And one that updated reports automatically so that at any one time the budget plans for the whole of our stock could be identified to individual dwellings and in fact to individual parts of the dwelling eradicating unnecessary updates.

*Why did you choose to create a bespoke system with Reidmark?*

At the time there was nothing on the market place that matched our needs, nothing that connected all the areas we required. We wanted something that moved from the survey to the system to the customers records to the customer services team to the contractor - something that linked it all together and kept all the information in one place. The Asset Management Hub does just that; it enables you to see at a glance the current status on contracted work, track progress and analyse budgets so we are always in control.

We have worked in partnership with Reidmark on RSLmanager and we wanted to continue the partnership mainly because we can be honest with each other - we know what we want and they are able to interpret that into a system that is easy to use and one that meets our needs. It is an open and honest relationship and through the frustrations we knew at the end of each working day we were working towards the same objective.

*What have been the immediate benefits of the system since its implementation?*

At the front end it has been quick and simple to use as it is intuitive. Data capture via the survey pda is proving increasingly popular and demonstrate the value of being able to view existing data whilst at a property, and being able to update and immediately to the system.

The customer services team really enjoy the ease of use and it has helped the customer and customer services team identify faults quicker through the graphic led fault locator. Teams across the organisation are working in harmony, there is better communication and knowledge sharing between customers, Broadland and our contractor, Mears.

I now know with confidence the reports are accurate and the information up to date and our projected spend is therefore accurate. We are able to:

- Set up a planned maintenance programme for schemes and/or individual properties
- Monitor and manage planned maintenance budgets.
- View projected spend based on planned cycles
- Share information with stock condition surveys
- Update planned maintenance programmes based on results of stock condition surveys, decent homes requirements and Fault Locator driven repairs

By linking together day-to-day repairs, gas servicing, planned maintenance and major repairs, we are able to achieve greater efficiency and value for money from our asset management spending.

*What next?*

We're always looking at making improvements, making efficiency gains and create value for customers so we have already identified that we could give our customers direct access so that they can identify and report the fault from home. We're also looking at identifying immediate recharge items so that the customer can make decisions immediately. And we aim to make satisfactions surveys available at the time of the repair so that the customers can give instant feedback which can be directly linked to the system.

I'm sure we can think of many more enhancements and the beauty is that we can develop the system accordingly.