

Case study

Work smarter. Save time. Empower your people.

Photobook is an inspection and survey app and online portal that enables your teams to deliver any inspection, survey or questionnaire digitally.

Background

PA Housing provides more than 23,000 homes across the Midlands, London and the South East offering a range of housing solutions from affordable rent and independent living to shared ownership and outright sale for those in need.

They chose to implement Photobook as a way of making staff truly mobile. They recently had a large recruitment drive and introduced #TeamPurple – the entire Housing Services team at PA Housing – to revolutionise the way they deliver services to customers. They were keen to ensure that the team had the tools needed to deliver a truly customer focused service and identified Photobook as an ideal solution.

Approach

They decided to launch Photobook starting with Neighbourhood Coordinators so that they could complete the neighbourhood inspections on site, as this would have a huge impact straight away and help to get #TeamPurple moving quickly towards delivering excellent customer services.

The team at PA Housing started by focussing on one form only; this allowed them to ditch the paper and start using Photobook immediately. Since then, they have improved and changed the original form following colleague feedback and added more forms that the rest of #TeamPurple would be able to use.

Benefits

- The easy-to-use format has saved staff time on-site and in the office as they no longer have to return to type up paper forms.
- The portal has allowed managers to track the progress of their new teams and to analyse the quantity and quality of forms being submitted. The forms implemented have allowed staff to inspect schemes in detail, highlighting areas where we need to make improvements, as well as gold standard examples.
- Over 500 inspections completed within 10 days of Go Live. #TeamPurple is fully embracing its commitment to PA Housing's customers, to be there for them before they need them, and Photobook is key to this proactive approach.

In their own words

"Photobook was demonstrated to us as a sleek, easy to use app that allowed our staff to record issues found on-site in real time, rather than having to come back to the office and type up what they had recorded on paper. We are extremely proud to have launched Photobook to our staff within two months of purchasing it, and we can really see the positive impact it has had on those who use it in their day-to-day role. Even some of our staff who are not used to using smartphones have been enjoying using it.

"As we move forward, we will be looking to build new forms and templates within Photobook, which can then be rolled-out for all Housing Services colleagues to use to make the delivery to our customers more seamless and efficient. We recently had our Independent Living team's Go Live, and we look forward to working with the rest of our Housing Services team to support them to becoming truly mobile."

Naz Adam, Housing Operations Systems & Processes Officer

Customer profile



Organisation:
PA Housing

Type:
Housing Association

Stock banding:
20,000-25,000

About Photobook

Photobook is an inspection and survey app and online portal that enables your teams to deliver any inspection, survey or questionnaire digitally.

You can use it to empower your front line and free up their time. With fully customisable, easy to complete digital forms your team will reduce repetition and remove paperwork, making your field force more effective and efficient.

Photobook also allows you to quickly create reports and back them up instantly with the ability to analyse data and create a range of dashboards to monitor performance.

Want to know more about how HouseMark can help you?

To book your free demo today, contact photobook@housemark.co.uk