

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

With a stock size of 36,834 homes, North Lanarkshire Council (NLC) is the largest local authority landlord in Scotland. They started using Photobook to move away from working on paper, offline to a digital solution; this has been a priority for the entire organisation.

Approach

The Estates Management team has been using multiple Photobook inspection report templates including for internal and external areas, completing around 100 inspections so far. They also purchased the 'Report It!' function to quickly alert repairs teams to issues.

Benefits

- Better communication across departments and increased oversight on trends and challenges for management.
- Morale has been boosted and staff feel valued as their area of business is being offered a chance to innovate.
- Prompted reflection on current processes, with the team becoming more self-aware and more proactive in suggesting solutions.

In their own words

"HouseMark has been great. In short, they have listened to what we at North Lanarkshire Council have wanted and advised on how best to customise and tailor Photobook to our organisation's business needs, whilst helping staff meet increasing demands.

"Our Estates Management team has been able to readily access their inspection reports via the Photobook portal, which in turn has provided management with a better-informed understanding of trends and common challenges."

Lewis Rennie, Business Development Officer, North Lanarkshire Council

Customer profile



Organisation:
North Lanarkshire Council

Type:
Local authority

Stock banding:
35,000 - 40,000

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