

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

Castle Rock Edinvar is one of Scotland's leading housing associations and is a member of Places for People. They own and manage more than 6000 homes across eight local authority areas. They are continually looking for ways to become a leaner organisation and reduce their carbon footprint in the process. They realised that they carried out a lot of different inspections throughout the company and all of these were on paper, meaning they were at risk of breaching data protection and GDPR.

They needed a solution that would allow them to record information and provide photographic evidence of any issues, so decided to implement Photobook.

Approach

Photobook was rolled out across Castle Rock Edinvar, including for use in void inspections, to sign-off upgrade works, end of tenancy forms, post-repairs inspections and stair inspections.

For example, there is a policy in place that all communal stairs must be free of customers items for fire safety purposes; they use Photobook to see through that whole process. A pre-arranged initial inspection completed on Photobook prompts a mail merge to the relevant team, then a follow up inspection.

They also use the data generated to update other systems within the organisation, as it can be downloaded and converted to Excel.

Benefits

- Streamlined, paper free inspection processes across multiple teams, with all forms easily accessible via an iPad or smartphone.
- Increased efficiency of Housing Officers and visibility of inspections undertaken.
- Ensured compliance with GDPR and other regulations.

In their own words

"Photobook seemed like the perfect application to allow us to keep all our inspection paperwork in the one place and have it accessible at any time. All the data stored in Photobook is owned by us and therefore keeps us compliant with our regulations.

"Easy access to the creation, editing and completion of electronic forms has been fantastic for us, and I think the key to getting the most out of Photobook is by spending the time getting the forms correct and accurate, then scheduling inspections where possible."

Customer profile



Organisation:
Castle Rock Edinvar

Type:
Housing Association

Stock banding:
5,000-10,000

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