

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

Kingston Council started using Photobook around three years ago, and it is now used by a team of 36 caretakers to undertake regular inspections, including in high rise properties.

Prior to implementing Photobook, their estate services team used paper-based timesheets to manually input their activities, location and time taken. This would generate several hundred paper forms which were then scanned on to the system. They chose Photobook to provide a paperless, flexible solution that removed the need to write-up inspections and would provide them with oversight of performance across their different neighbourhoods.

## Results

**-Accessible information to pinpoint problem areas and identify trends** Reports can be accessed using the online platform to provide instant oversight of performance. Previously this information was not accessible. Problem areas and trends can quickly be identified and acted on to improve the standard of a neighbourhood.

**-Increased capacity through removal of duplication** The information captured on the app does not need to be inputted again or scanned on to the system meaning significant time savings. This additional capacity has enabled Senior Caretakers to increase their time spent out in neighbourhoods and be more visible to both their teams and residents.

**-Quicker responses to FOI requests and queries** Accurate, easy-to-access information means that Freedom of Information requests and other queries such as insurance can be dealt with more quickly and effortlessly by the team.

**-Improved contract management** Rich information captured by the app, including photographs of sites, can be easily shared with contractors. This has helped to hold their service delivery to account and has improved contract management.

### In their own words - Ian Hodden-Brown Team Leader, Estate Services

*"It's like night and day the difference in how we carry out inspections since implementing Photobook. We were previously using a paper-based system that was time consuming, labour intensive and gave us limited oversight of what was happening across our neighbourhoods.*

*Now not only do we save time and hundreds of sheets of paper each month, we now have accessible information at our fingertips that we can use to pinpoint problematic sites and spot trends we could have previously missed. With Photobook, nothing gets lost. If something is graded as 'poor' an email is automatically sent to the Senior Caretaker, meaning that issues can be identified and dealt with promptly. It's been particularly useful to help manage performance with other areas of the council.*

*We were up and running in a matter of weeks, and our teams didn't need much training to be able to use the app effectively. It's streamlined all of our processes and is a brilliant housing specific solution. We couldn't imagine going back to paper-based inspections now."*

*Photobook is a fully bespoke solution that meets our needs, and we can easily design and use new templates as required. We are now looking to expand its use across other areas such as tenant involvement and risk management teams."*

## Customer profile



**Organisation:**  
Kingston Council

**Type:**  
Local authority

**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](mailto:photobook@housemark.co.uk)