

## 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

The estates and caretaker management team at Nottingham City Homes (NCH) monitors a number of sites monthly and quarterly, including high rise buildings. Prior to implementing Photobook, the paperwork was completed manually with a template designed to calculate the overall rating of each site. This included a lot of duplication, there was no process for the outcomes to be shared with residents and performance information was limited.

They implemented Photobook to provide a paperless solution to delivering inspections that would give them visibility of performance and a way to grade estates consistently.

### Results

**-Management time reduced by 50%** With information captured by the app seamlessly transferred to the web platform, the management time around inspections has been reduced by 50%. This additional capacity has not only allowed managers to spend more time out in their neighbourhoods and increase visibility with residents but has facilitated more one-to-one time with their teams to both improve standards and celebrate good performance.

**-Better communication with residents** Attractive, professional looking PDF reports can be generated instantly, and then printed and shared with residents on noticeboards. This has increased the visibility of performance and improved communication, with everyone easily being able to see the standards achieved. Where residents raise concerns about any aspect of their block, the reports can illustrate that these issues have been identified and are in hand. Residents are also invited to accompany inspections to see how the reports are compiled.

**-Increased standards** Photobook is consistently delivering higher standards across neighbourhoods through accuracy and evidence of the gradings. They have been able to increase standards to 4\* gradings and are now aiming for 5\*. This supports a key corporate objective for NCH to deliver consistently high standards. Problem areas can be pinpointed, and trends quickly identified so action can be taken.

### In their own words - Ian Perry, Head of Estates and Caretaking

*"Photobook has totally transformed how we deliver inspections. It saves us significant management time, but also gives us the evidence to improve standards and provide residents with transparent and accessible performance information. The ability to include photos in our reports is a great benefit.*

*Photobook allows us to grade estates consistently and accurately. This not only help us to evidence how we are achieving against our corporate plan but will be key as we deliver on the Social Housing White Paper. We can pinpoint problem areas and quickly identify trends that need to be addressed. It also supports the monitoring of standards delivered by other sections and helps us to manage service level agreements more effectively, as we can be absolutely clear about what our standards are and evidence them. We also use the reports as part of our internal one-to-ones to look at areas for improvement as well as where things are going well.*

*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:

Nottingham City Homes

#### Type:

ALMO

#### Stock banding:

25,000-30,000

### 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)