

Public Document Pack

Supplementary information for Tenant Scrutiny Board on Wednesday, 7 October 2015

Pages 1-2: Agenda item 8 – To receive a mobile working update.

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Background

In order to enhance the current service provided to tenants 10 Housing Officers have been issued with mobile devices capable of running all Housing Management applications. The Pilot commenced in April this year and has demonstrated a number of positive uses appreciated by both tenants and officers.

Benefits from the Pilot;

1. Officers estimate between 2 to 4 hours per week saving on their time which can be used to better assist our tenants.
2. Allow tenants to attend Housing Officer Surgeries and receive the same service they would have obtained had they visited any of our offices, examples such as raise repairs, rent enquiries, housing application issues and Choice Based Lettings enquiries. Officers are able to deal with enquiries fully negating the need to take details and then contact the tenant later with an update.
3. Officers can spend less time in the office allowing them more time on the estate to deal tenants and Housing Management issues, any issues identified can be actioned on site again without the need to return to the office, checking if environmental issues have been raised.
4. Cost savings to the organisation in terms of reduced paper and travelling expenses.
5. When visiting tenants homes all relevant information is available to ensure tenants enquiries are dealt with at the first point of contact, reducing the time taken to resolve issues and allowing staff to spend more time with tenants,
6. Repair requests whilst out on the estate can be raised and agreed appointment times provided.
7. Rent account issues can be resolved easily allowing officers to check for any issues, using the appropriate software provide tenants awaiting Housing Benefit with accurate rental liability estimations to reduce debt to a minimum
8. Using Academy on the devices allows officers to ensure with Housing Benefits whilst at a tenants home and assist with Benefit claims, obtaining any required 'proofs' from the tenant to speed up claims.
9. Evening meetings are more productive for tenants as answers to questions can be given.
10. The devices have cameras allowing officers to better tackle tenancy fraud and environmental issues, referring the information to relevant departments immediately.
11. Availability of mapping software allows officers to deal with boundary issues whilst on site and resolve disputes effectively.

A further hardware solution has also become available and officers will carry out a test of this device within the next few weeks, finally a report is to be submitted to our Senior Leadership team with a view of rolling out the selected mobile solution to all Housing Officers before the end of the current financial year.

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