Possible questions for visit to Wakefield District Housing

1. What was the rationale behind the introduction of PDAs?

2. What have been the main benefits to introducing PDAs?

3. What have been the main challenges to introducing PDAs?

4. Has there been a financial benefit to introducing PDAs?

5. Is there any manual updating still required that cannot be undertaken using PDAs?

6. Is it possible to access all services and information using PDAs, for example, booking a repair?

7. What type of housing software is used and why was this chosen as opposed to other housing software available?

8. Have officers experienced any technical issues with the use of PDAs and if so how easily have these been resolved?

9. What level of training has been provided for staff to use PDAs?