

HOUSING MANAGEMENT SOLUTION



INTRODUCTION

Cardiff based housing association Taff Housing spent several months researching the market to find a robust, future proof and innovative software solution to fulfil their comprehensive housing management

requirement. This included managing a growing anti-social behaviour case workload and Jobs & Maintenance management programme. On coming to Locality, they were impressed with our new

ideas and 'refreshing' way of working, including our collaborative approach and innovative software.

🔧 THE CHALLENGE

Taff Housing previously managed its growing ASB case workload using an internal housing management system, but data was duplicated, insecure and regularly lost.

Problems included:

- Non-existent reporting and limited customer service when neighbourhood managers were unavailable

- Invisible systems, leading staff to rely on time-consuming print-outs
- An inability to access case data whilst working outside the office, leading to infrequent and irregular updates

The combination of these individual challenges made it extremely difficult for Taff Housing to establish a defined process for tackling anti-social behaviour.

For jobs & maintenance, a number of problems existed:

- DLO & maintenance administrative teams didn't have necessary information to hand
- Complex systems, leading to difficulty in scheduling repairs & maintenance tickets
- An inability to manage resources & workloads of maintenance staff

🔗 OUR APPROACH

Our professionals created a tailored, smooth and agile journey to meet Taff Housings requirements. We were able to migrate all existing data from multiple sources directly into the Case Management Solution, with

no loss of data and maintaining accuracy at all times. We welcomed dialogue and collaboration throughout, which provided reassurance to Taff Housing and ensured that expectations were met and exceeded.

💡 OUR SOLUTION

As a result of our bespoke solution, Taff Housing staff are now empowered to deliver efficient and seamless provision to service users.

Benefits include:

- The production of visible and configurable workflows
- Collaboration with key agencies and partners, in real time, with intuitive and mobile technology
- Improved customer satisfaction and reduced administration time, thanks to automated communication methods such as two-way SMS
- Improved reporting

HOUSING MANAGEMENT SOLUTION - CONTINUED



1,300
HOMES ACROSS
CARDIFF

MAJOR
SUPPORT
PROVIDERS WITH
A NUMBER OF LA
CONTRACTS

89%
TENANT
SATISFACTION WITH
REPAIRS SERVICE

RANKED 1ST
FOR GETTING
REPAIRS
'RIGHT FIRST TIME'

87%
TENANT
SATISFACTION
WITH ASB CASE
RESOLUTION

100%
COMPLIANCE
WITH
GOVERNMENT
PERFORMANCE
STANDARDS FOR ASB

(Welsh Government Performance Reporting)

‘Through the implementation of the Locality housing management programme we have very strong case visibility and a defined process for case closure. Its ease of use is a massive benefit to our organisation, we can share information between departments, securely and this goes a long way to ensure the very best practice.’

Josh Dowdall, Taff Housing Association