

2017 NHMF Awards Shortlisted: Best client



National Housing
Maintenance Forum



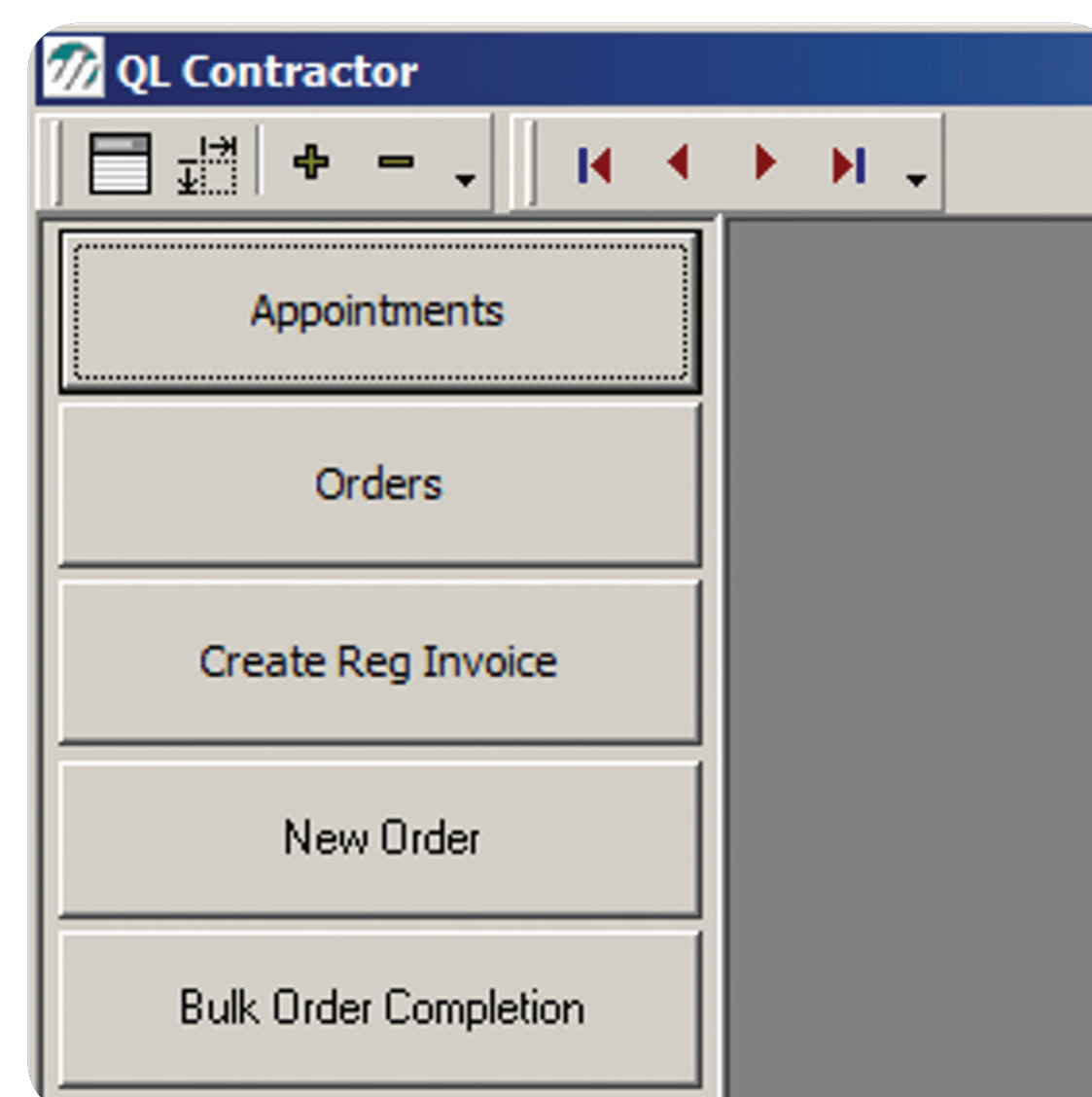
GRAMPIAN
HOUSING ASSOCIATION LTD

Grampian Housing cut administrative costs

Grampian Housing Association (GHA) recognised a need to update its housing management system to provide virtually real time progress on work orders with every point of contact recorded giving a full history on each order. GHA introduced the Aareon QL business system, and has seen a drop in emergency repairs as customers and contractors can now arrange mutually suitable appointments. Other benefits include a reduction in travel time, costs and carbon footprint as contractors are able to group repairs by location. This has resulted in fewer abortive visits and complaints. Customer satisfaction with repairs has increased significantly.

Judges' comment

There is clear evidence that this project introduced transparency, cut administrative costs and reduced environmental impact by using technology to improve office systems. They have shown how teams can embrace change and become more efficient.



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**2017
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