

Workshop 4b:

The new repairs paradigm (repairs on demand)

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 Chaired by: Jon Cross
 Room: Packwood Room

 National Housing Maintenance Forum
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‘The New Repairs Paradigm’ ‘repairs on demand’



Shaun Aldis


 Wolverhampton Homes

Overview

- Our story
- Our approach
- Repairs on Demand
- Digital inclusion
- Our online customers
- Our online services
- My advice


 Wolverhampton Homes

Our Social Media Story




 Wolverhampton Homes

Our Social Media Story


We can't control what is said about us online






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Our Customers

- 50% have access to the internet
- 29% have smartphones
- 66% use social networking
- 14% prefer to contact us by email



STAR Survey 2013 


 Wolverhampton Homes





More than just another channel:

“Social housing providers could save more than £340m per year by using more cost-effective communications to their 9.5m residents”

Digital by Default 2012 - the case for digital housing (Housing Technology and Race Online 2012, November 2011)

Which means:

	Costs per contact	Saving If shifted to online
Face to Face	£8.62	£8.47
Phone	£2.83	£2.68
Online	£0.15	

(SOCITM Research 2012)

There's more

- Focussed on 'fix it' and 'fix it at your convenience'
- Sustained productivity 'Housemark' top quarter
- Improved capacity (LEAP)
- Reduced fuel £30k pa + (ring and ride)
- Fewer no access 1.1% and jobs passed back <1%
- Empowered and engaged staff
- Above all customers are happy





My advice

Go for it

Learn from it

Let it grow

Reap the rewards




Repairs On Demand
'the new repairs paradigm'

Questions?



Shaun Aldis