

Implementing Real-time Repairs Tracking for Residents



Watford Community Housing has a portfolio of over 6,800 homes in 20 local communities across South West Hertfordshire. In an ongoing effort to provide residents with an efficient, transparent service, the not-for-profit housing association has teamed up with customer engagement experts at Descartes to roll out real-time operative tracking, allowing a faster and more flexible repairs process for both residents and repairs professionals.

This upgrade to the repairs service is indicative of Watford Community Housing's commitment to its customer promise, to deliver a first-class repairs service that is effortless and convenient for all of its tenants.

Company Profile

Watford Community Housing
Social Housing and Property
Maintenance

Solution

Descartes Customer
Engagement Platform™

About the Client

Watford Community Housing has a portfolio of over 6,800 homes in 20 local communities across Southwest Hertfordshire.

Quick Overview

Challenge

Providing Transparent,
Efficient Service

Solution

Real-time Updates with
Automated Communications

Results

- Increased First-time Access
- Increased Efficiency
- Reduced Inbound Calls

Challenge: Providing Efficient, Transparent Service

One of the largest logistical challenges Watford Community Housing faces is coordinating an effective repairs and maintenance program.

Solution: Automated Communications

One of the main benefits of this deployment is the control and reassurance it provides for customers.

On the day of their appointment, customers will receive a message when their technician is en route, with a link to a live map that functions in a very similar way to well-known food delivery services. Customers can also message the technician to give directions on how to access the property, allowing for extra precautions so that both resident and operative are comfortable that the repair has been undertaken in a covid-friendly manner.

Automated communications powered by Descartes' intuitive workflows give tenants a real-time update on the ETA of their repairs operative, removing the need for manual communications and ensuring streamlined maintenance visits.

Looking to the future, the housing association will also benefit from user-friendly feedback forms sent to the customer immediately after each appointment. These will guarantee a fully-functional feedback loop that it can use to continually evolve the customer experience.

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Results:



Increased First-time Access

As a direct result of the real time visibility around appointments and tracking capability, the first-time access rates for technicians will increase, facilitating a higher number of repairs in a smaller time frame.



Reduced Inbound Calls

Automated communications and self-service appointment details should also lead to a reduced volume of calls to Watford Community Housing as customers are automatically informed about the status of their repair and the whereabouts of their operative.