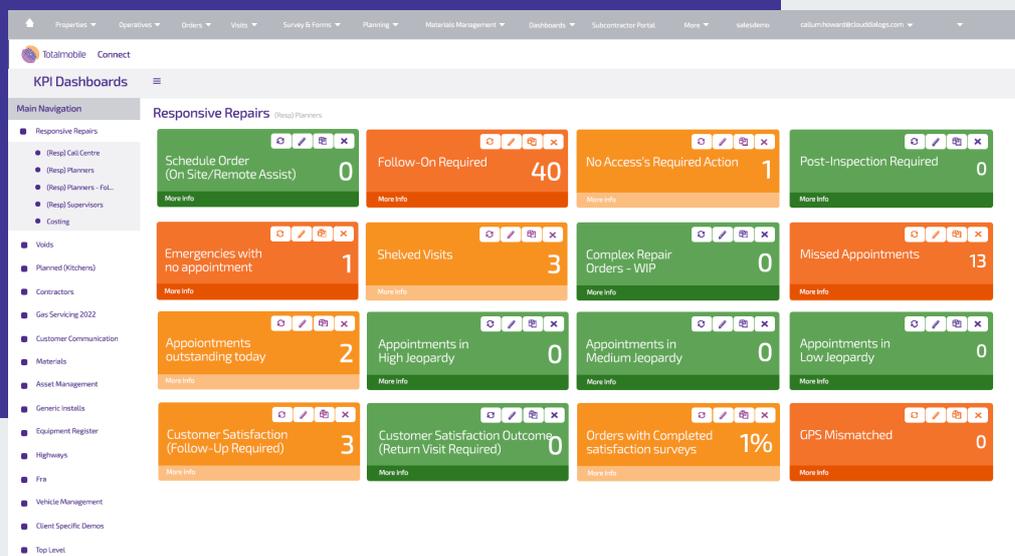# One Solution To Transform Housing Services

Totalmobile provides a comprehensive and consolidated Housing Management solution that empowers providers to adopt a strategic and predictive approach to service delivery, resulting in enhanced stock condition, greater service compliance, and improved risk management.

Introduction

Enhancing All Areas of Service Through One Solution

Totalmobile's housing solution empowers organisations to take a holistic approach to improving service delivery. From creating jobs to planning and delivering work to, ultimately, conducting in-depth analyses of services, our solution provides the broadest range of capabilities in the market.

Totalmobile's Asset Lifecycle Management capability creates a single source of truth for all asset processes. It permanently digitises asset records with full lifecycle capabilities, helping housing providers transition to strategic and predictive service delivery. Comprehensive IoT integration complements and supports providers in their journey to high-quality housing that is safe, decent and sustainable

The housing sector is currently facing a diverse range of challenges. This includes a sustained period of legislative change, much of which has been prompted by the Grenfell Tower fire and evidence of clear signs of sluggish productivity post-pandemic, with sluggish productivity causing some organisations to outsource maintenance work at increasing cost.

Lack of visibility in reporting on voids and bad debts in annual reports has meant void turnarounds are taking much longer, limiting the availability of housing. And let's not forget, tenant expectations remain as high as ever.

With this diverse range of challenges, it's no surprise that social housing providers are increasingly turning towards innovation and strategic technology partners to transform housing management services and streamline repairs. This is in a bid to keep operational costs low and deliver high-quality, tenant-focused services.

Challenges

Do any of the below challenges sound familiar to your organisation, can you relate to them? These are a handful of challenges we frequently hear of from our customers.

- An increased demand with an existing backlog of repairs
- Increasing regulations surrounding the management and quality of housing stock
- Enhanced safety regulations protecting the safety of staff
- Inefficiencies in operations resulting in wasted visits and staff time Loss of revenue through high amount of voids
- Inefficiencies in stock management and the supply of materials
- Barriers managing sub-contractors
- Managing a complex business based on historical data rather than real-time data
- Outdated, not-fit-for purpose technology
- Complexities with recruiting and retaining staff

Totalmobile's comprehensive solutions empower Housing Providers to tackle these challenges head-on by optimising responsive repairs, voids management, planned works, and asset management services. The platform ensures full compliance with health and safety requirements and provides a solid foundation for meeting stringent environmental targets.

Key Capabilities | One solution to transform housing services

Combine the management of assets, investment, activities and people through one fully integrated solution

Asset Lifecycle Management

Totalmobile's Asset Lifecycle Management enhances our complete housing solution by creating a single source of truth for all asset processes. It permanently digitises asset records with full lifecycle capabilities, helping providers transition to strategic and predictive service delivery.

Housing providers can efficiently manage asset value, compliance, and condition while streamlining maintenance, resource allocation, and performance monitoring across all activities.

Features

- Detailed record-keeping of asset information across the entire lifecycle.
- A single source of truth ensures the 'golden thread' of data.
- Centralised document storage and indexing.
- Accurately record completed work and demonstrate compliance with clear audit trails.

Job Management

Totalmobile places the property at the core of its job management capability, centralising all interactions - whether reactive, planned, tenant-initiated, or landlord-driven - within one comprehensive solution.

This ensures seamless management of property-related tasks, enhancing efficiency and communication.

Features

- Centralised management of all property interactions.
- Streamlines the assignment and monitoring of subcontractor tasks.
- Enhances visibility and control over property-related tasks.
- Materials management and integrated supply-chain management.
- Remote Assist enables residents and office-based support to share a video stream and diagnose issues quickly.

Lone Worker Protection

Totalmobile's Lone Worker Protection solution ensures the safety and well-being of service technicians working in the housing sector and the unique risks they face when working alone.

Our comprehensive platform offers real-time assistance, intuitive mobile apps, and robust devices, all supported by 24/7 Alarm Receiving Centres (ARC), ensuring complete compliance and peace of mind.

Features

- Real-time alerts and support through dedicated 24/7 ARC.
- BS8484:2022 accredited mobile apps and devices.
- Effortless deployment with seamless integration into daily routines.
- Advanced features like GPS tracking, Safe Check, and Worker Down alerts.

Field Service Intelligence

Totalmobile leverages data analytics and performance metrics to provide housing providers real-time insights into asset maintenance and service delivery.

This enables continuous refinement of strategies to improve resource allocation and property management.

Features

- Enhances decision-making with real-time property data.
- Enriches data for comprehensive management reporting on properties.
- Improves the depth and range of property analytics.
- Helps providers transition towards predictive and proactive property management.
- Continuously enhances service delivery and resource allocation.

Scheduling

Totalmobile's scheduling solution optimises resource allocation for housing providers, ensuring that staff are efficiently distributed to meet property maintenance and service demands.

Its adaptability allows for quick adjustments, keeping property management agile and responsive.

Features

- Optimises scheduling for property maintenance and service tasks.
- Efficiently allocates resources to meet housing demands.
- Adapts quickly to daily changes in property management.
- Enhances agility and responsiveness in maintaining properties.

Mobile

Field technicians are empowered with on-the-go access to vital property information and histories and intelligent data capture, enhancing the efficiency of property maintenance and service delivery.

Features

- Provides mobile access to critical asset and folio data.
- Enables real-time updates and data capture for property tasks.
- Enhances communication and efficiency in property management.
- Supports seamless service delivery at properties.

Benefits

Totalmobile's property management solution offers organisations the technology to support their business to become more agile, by providing a single consolidated platform solution for housing providers which is fully configured to their needs.

This is also the only solution on the market which has an integrated asset management capability, enabling organisations to ensure compliance of all their assets in one single solution.

Totalmobile empowers the users within the organisations to develop their business processes and allowing them to change, evolve and scale over time. We have a clear understanding of the sector and provide a service to suit their needs whilst giving the user full ownership.

Provide an increased visibility of accurate and timely data

Increase in first-time fix rates

Enhanced productivity and efficiency resulting in the better management of housing stock

Real time visibility of what is happening across in-day service delivery

Consolidation of multiple solutions resulting in a more stable and manageable solution

Provide staff with a better way of working helping improve retention and recruitment

Increase revenue by reducing end-to-end void times

Evidence performance and compliance of the service delivered by the organisation

15% reduction in carbon emissions

35% more jobs completed per day

52% reduction in void-to-let times

25% reduction in operational costs

40% decrease in average revisit time

Our software is used to support services to over **1 million homes** across the UK

Saving our customers **£1million** per annum

42% of the top 50 Housing providers use our technology to manage their housing stock

Totalmobile

Contact Us

Totalmobile is a Field Service Management (FSM) provider passionate about making work and the lives of mobile workers better.

An established market leader with 375 staff across the UK & Ireland, Totalmobile supports over 1,000 organisations and 500,000 workers to transform the delivery of field services everyday, ensuring an exceptional experience and return on investment.

See How The Totalmobile Platform Helps Your Organisation Increase Productivity, Reduce Cost & Deliver Exceptional Service

FOLLOW THE QR CODE

TO BEGIN THE EXPERIENCE

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