

Presented by
Chris Deery
Head of ICT
March 2015

The Rental Exchange, Tenant Sustainability and a Commercial approach to repairs

Credit Score Analysis

Incorporating rental data into a typical credit score will increase the credit score for tenants that do not have significant rent arrears by around 45 – 55 points

- Around **94%** of Solihull tenants have no significant arrears on their rent and their credit scores would **improve** as a result of incorporating rental data.
- **60%** of tenants already have mainstream scores.
- **20%** of tenants have non-mainstream scores.
- **20%** of tenants have scores close to a typical mainstream lending score threshold adding rental data will **help** this population **access mainstream lending**.
- A **small proportion** (5%) who have serious arrears on their rent would have their credit score **reduced** by something in the order of **90-140** points.

Why access to mainstream credit is important

Ellipse: Left Hand Facing 3 Seater Pillow Back Corner Sofa



Large View

Half Price
£799

After Event Price
£1,598
Save £799

Order Direct

♥ Add to Favourites

Have this product for as little as **£16.64 a month**

4 years free credit, no deposit and **48 equal monthly payments of £16.64.**

0% APR REPRESENTATIVE



f Like 6

t Tweet 0

Pinit +

4 years free credit, no deposit and **48 equal monthly payments of £16.64.**

Why access to mainstream credit is important



Only
£22.00
per week!

Carmen Corner Sofa

£22.00
per week

Get Product Now

(1 reviews) ★★★★★ (5.0/5) **feefo**

- 253 x 187 x 88 cm
- Material: Fabric with faux leather accents
- Full Range: Corner sofa, single seater swivel chair and footstool.
- Manufactured in the UK

Product Code: BUOCARCOR

Weekly payment **£22.00**

Representative Example

Product with 5 star service **£1,788.15**

Weekly payment **£22.00**

Number of weeks **156**

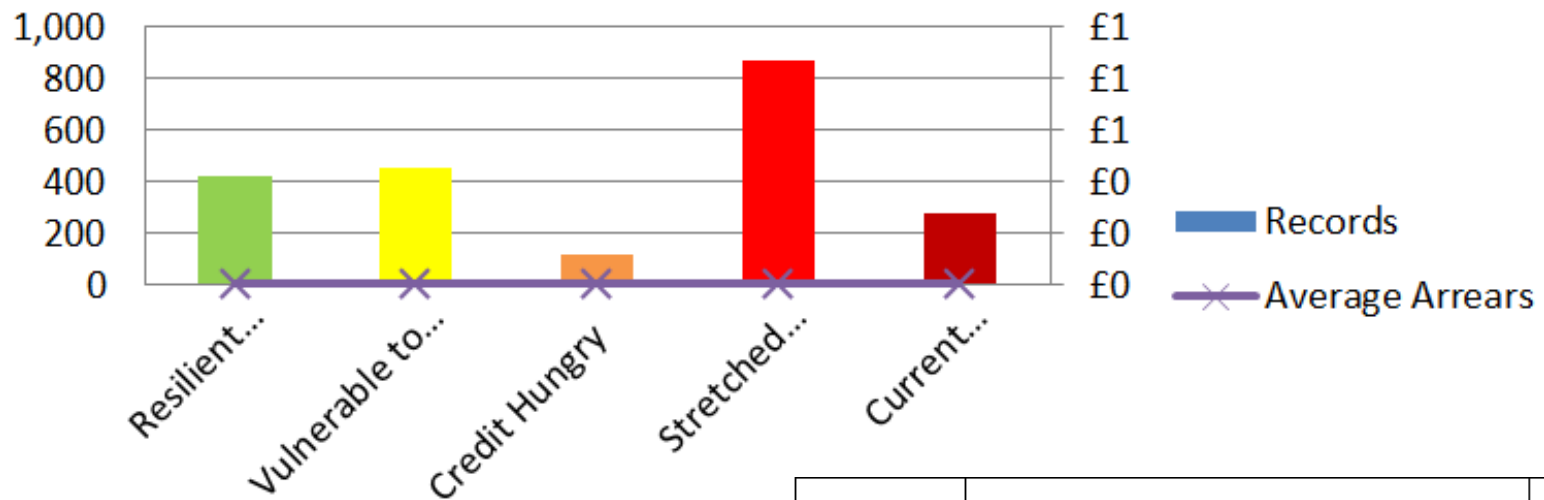
Representative APR **64.7 %**

Total payable **£3,432.00**

£22 per week compared
with £16.64 per month.
Or £799 compared with
£3,432

Tenancy Sustainability

Sustainability Model Banding Result



	Sustainability Model Banding Result	Records
	Resilient Money Managers	422
	Vulnerable to Financial Stress	450
	Credit Hungry	115
	Stretched Money Managers	867
	Current Financial Stress	274
	Indeterminate	385
	Total	2,513

OUTSTANDING DEFAULT PEER BAND - (DEFAULT BALANCE RANGE £0 - £8,000)	TOTAL OUTSTANDING PI RECORDS	BANKRUPTCY OR IVA	CURRENT BANKRUPTCY RESTRICTION	YEARS IN PROPERTY	TITLE	FORENAME	MIDDLE NAME	SURNAME	DATE OF BIRTH	ADDRESSLINE1	ADDRESSLINE2	ADDRESSLINE3
1	0	N	N		13 MISS	CLAIRE		LUCKMAN	30-Jan-80	11 BANNERLEA ROAD	KINGSHURST	
1									05-Sep-68	7 EAGLE GROVE	CHELMSLEY WOOD	
1	0	N							21-Mar-57	5 LONGDON ROAD	KNOWLE	
1	1	N							08-Oct-82	91 GRAFTON ROAD	SOLIHULL LODGE	
1	0	N							09-Jun-72	8 GILSON WAY	KINGSHURST	
1	0	N							21-Apr-50	63 GROVE ROAD	SOLIHULL	
1	0	N							03-Apr-78	23 THE PARADE	KINGSHURST	
1	0	N							23-May-88	12 MANSFIELD HOUSE	WOODLANDS WAY	
1	1	N	N		6 MISS	CHRISTINE LILIAI		THOMPSON	05-Jun-58	2 OLDWICH LANE EAS	FEN END	
1	0	N	N		17 MISS	SHIRLEY		ALLBONES	21-Apr-69	10 REDLANDS CLOSE	SOLIHULL	
1	0	N	N		18 MR	STEPHEN BARRY		MOLLOY	31-Aug-52	60 HEATH GARDENS	SOLIHULL	
1	0	N	N		8 MISS	LOUISA JANE		BALL	22-Aug-85	26 BEDFORD HOUSE	SANDA CROFT	
1	0	N	N		19 MR	GARETH JAMES		MORGAN	06-Apr-66	39 CASTLE LANE	SOLIHULL	
1	0	N	N		6 MR	EARL		WHARTON	14-Nov-84	61 BANGOR HOUSE	FORTH DRIVE	
1	0	N	N		24 MR	NEIL		SLOAN	22-Jan-58	16 LABURNUM AVENUE	KINGSHURST	
1	0	N	N		7 MISS	KELLY MARIE		DIXON	29-Sep-80	14 MAPLE GROVE	KINGSHURST	
1	0	N	N		6 MISS	ZARA		WOODS	10-Nov-84	49 ARLESCOTE ROAD	SOLIHULL	
1	0	N	N		2 MISS	CLAIRE		TOMLINSON	22-Sep-87	32 MANSFIELD HOUSE	WOODLANDS WAY	
1	0	N	N		6 MR	MERVYN		HEMMINGS	26-Jun-59	19 WIXFORD GROVE	SHIRLEY	
1	0	N	N		13 MISS	KERRY		LAWRENCE	09-May-80	8 PLANE GROVE	CHELMSLEY WOOD	
1	0	N	N		15 MR	KENNETH		STEVENSON	28-Dec-45	50 TRINITY CLOSE	SOLIHULL	
1	0	N	N		18 MR	GARY		MACKEN	25-Nov-64	61 DAYLESFORD ROAD	SOLIHULL	
1	0	N	N		1 MRS	KRESHA		MORRIS	01-Jul-51	11 RAMSEY CLOSE	FEN END	

Vulnerable to Financial
Stress
Between £0 - £8000

Tenancy Sustainability

Resilient Money Managers

Vulnerable to Financial Stress

Credit Hungry

Stretched Money Managers

Current Financial Stress

An example of a Tenant in the Vulnerable to Financial Stress group

Main Details	Contact Details	More Details	Miscellaneous Details
Application	0	PIN	Lead Tenant
Tenancy Type	SECURE TENANCY		MISS C
Payment Method	CASH		Age
Arrears Category			27 Years
Arrears Category 2			Age
Arrears Officer			
Housing Officer			
Date Commenced	06.05.2013		
Tenancy Dates	06.05.2013		
Fixed Term End			
Start Reason	APP POINTS		
End Reason			
Print Rent Book	None	£	
Print Statement	No	£	
			Joint Tenant
			Rent Account - Balances
			£
			Current Balance
			22.40
			Arrears Balance
			15.03
			Arrears Incl. Sub Accounts
			15.03
			Current Incl. Sub Accounts
			22.40
			Rent Account - Current Cycle Information
			Gross Debit
			92.26
			Housing Benefit
			84.89
			SP Benefit
			0.00
			Net Debit
			7.37
			Rent Account - Arrears Action
			Latest Arrears Action
			ARR2 2ND ARR LETTER
			Prompted on

Miss C is a 27 year old single mum who lives with her 1 year old daughter and may be under occupying her flat.

Her rent is £92.26 and she currently receives £84.89 in Housing Benefits.

OUTSTANDING DEFAULT PEER BAND - (DEFAULT BALANCE RANGE £0 - £14,000)	TOTAL OUTSTANDING PI RECORDS	BANKRUPTCY OR IVA	CURRENT BANKRUPTCY RESTRICTION	YEARS IN PROPERTY	TITLE	FORENAME	MIDDLE NAME	SURNAME	DATE OF BIRTH	ADDRESSLINE1	ADDRESSLINE2	ADDRESSLINE3
1	0	N	N	3	MR	GAVIN	ALAN	WARD	28-Aug-77	60 FRENSHAM CLOSE	CHELMSLEY WOOD	
1	0	N						SHARPE	07-Dec-58	57 HALIFAX ROAD	SHIRLEY	
1								AMMOND	02-Feb-63	76 TAMAR DRIVE	CHELMSLEY WOOD	
1								APMAN	26-Jan-69	18 COLE GREEN	SHIRLEY	
1	0	N						GER	26-Nov-80	5 LANDRAIL WALK	CHELMSLEY WOOD	
1	0	N						CHARDS	27-Aug-59	40 GUERNSEY DRIVE	CHELMSLEY WOOD	
1	0	N						WLER	05-Jun-73	3 ROSSE COURT	WHAR HALL FARM	
1	0	N						DGER	04-Jan-52	48 OAKTHORPE DRIVE	KINGSHURST	
1	0	N						AIN	23-Oct-81	67 NEVADA WAY	CHELMSLEY WOOD	
1	0	N						DLTOM	12-Feb-64	75 WOODLANDS WAY	CHELMSLEY WOOD	
1	0	N						EACH	27-Feb-70	16 CORNCRAKE DRIVE	CHELMSLEY WOOD	
1	0	N	N	15	MR	ALLAN		CASH	24-Apr-55	25 KINGSGATE HOUSE	WINCHESTER DRIVE	
1	0	N	N	35	MRS	INGRID		ONEILL	24-Jun-52	36 PHEASANT CROFT	CHELMSLEY WOOD	
1	0	N	N	7	MR	STUART		OBRIEN	12-Jun-88	4 WADHAM HOUSE	WOODLANDS WAY	
1	0	N	N	4	MISS	CLARISSA		LAY	06-Jul-89	11 DILLINGTON HOUSE	MOOREND AVENUE	
1	0	N	N	26	MRS	HAZEL GLENDA		TAYLOR	13-Nov-39	21 HEATH ROAD	SOLIHULL	
1	0	N	N	11	MR	JOSEPH		DAVIS	04-Feb-85	27 SEVERN CLOSE	CHELMSLEY WOOD	
1	0	N	N	35	MISS	COLLEEN		SWIFT	29-Jan-61	100 SLATER ROAD	BENTLEY HEATH	
1	0	N	N	16	MISS	NICHOLA		WRIGHT	16-Sep-75	91 VAUXHALL CRESCENT	CHELMSLEY WOOD	
1	0	N	N	12	MR	DAVID GEORGE		GRIFFITHS	28-Dec-49	2 BALLIOL HOUSE	GRANDYS CROFT	
1	0	N	N	14	MR	DAVID		BAKER	05-Oct-57	42 WESTHAM HOUSE	FORTH DRIVE	
1	0	N	N	29	MR	JOHN WILLIAM		HARBIDGE	27-Apr-48	82 WHITEBEAM ROAD	CHELMSLEY WOOD	
1	0	N	N	11	MISS	HELEN		GILLARD	20-Feb-74	12 MORRIS CROFT	CHELMSLEY WOOD	

Credit Hungry
Between £0 - £14,000

High number of recent
purchases /applications for
credit

Resilient Money Managers

Vulnerable to Financial Stress

Credit Hungry

Stretched Money Managers

Current Financial Stress

<2 Proofs on Bureau


Going the extra mile

Continuing to improve

An example of a Tenant in the Credit Hungry group

Property	2424402700	5	X	Current	
Address	CHELMSLEY WOOD, SOLIHULL,				
Rent Group	WEEKLY CHARGES	Area Manager	FIONA HUGHES	Number of Tenants	1

<u>Main Details</u>	<u>Contact Details</u>	<u>More Details</u>	<u>Miscellaneous Details</u>
---------------------	------------------------	---------------------	------------------------------

Application	0	PIN	Lead Tenant	MR J	Age	29	Years
Tenancy Type	SECURE TENANCY		Joint Tenant		Age		
Payment Method	MONTHLY PAYMENTS		Rent Account - Balances				
Arrears Category							
Arrears Category 2			Current Balance	74.41			
Arrears Officer			Arrears Balance	0.00			
Housing Officer			Arrears Incl. Sub Accounts	0.00			
Date Commenced	12.01.2004		Current Incl. Sub Accounts	74.41			
Tenancy Dates	12.01.2004		Rent Account - Current Cycle Information				
Fixed Term End			Gross Debit	79.36			
Start Reason	APPLICANT OTHERS		Housing Benefit	0.00			
End Reason			SP Benefit	0.00			
Print Rent Book	None		Net Debit	79.36			
Print Statement	No		Rent Account - Arrears Action				
			Latest Arrears Action	ARR1 1ST ARR LETTER			
			Rejected on	20.01.2015			

Mr J is single and has no real arrears to speak of. He does not receive Housing Benefit and would be considered a good tenant. He makes his payments via the internet and has an email address.

OUTSTANDING DEFAULT PEER BAND - (DEFAULT BALANCE RANGE £100 - £15,000)	TOTAL OUTSTANDING PI RECORDS	BANKRUPTCY OR IVA	CURRENT BANKRUPTCY RESTRICTION	YEARS IN PROPERTY	TITLE	FORENAME	MIDDLE NAME	SURNAME	DATE OF BIRTH	ADDRESSLINE1	ADDRESSLINE2	ADDRESSLINE3
	1	0 N	N	12	MR	MARTIN		STEVENS	11-Oct-71	64 CONWAY ROAD	CHELMSLEY WOOD	
	1	0 N	N					ASH	07-Apr-89	41 AVONCROFT HOL	WINCHESTER DRIV	
	1	0 N	N					ERTS	31-Oct-85	28 OVERGREEN DRIV	KINGSHURST	
	1	0 N	N					NON	30-Sep-67	9 RATCLIFFE ROAD	SOLIHULL	
	1	0 N	N					KINS	21-Nov-85	85 WATERLOO AVEN	CHELMSLEY WOOD	
	1	0 N	N					RLES	22-Mar-86	36 AVONCROFT HOL	WINCHESTER DRIV	
	1	0 N	N					TS	10-Apr-80	20 TOWNSHEND GRI	KINGSHURST	
	1	0 N	N					TIE	28-Apr-40	41 GLOVERS CROFT	CHELMSLEY WOOD	
	1	0 N	N					TON	17-Mar-51	12 MAYSWOOD ROA	SOLIHULL	
	1	0 N	N					SFORD	21-Mar-75	91 WALNUT CLOSE	CHELMSLEY WOOD	
	1	0 N	N					ROLL	10-Feb-71	32 BAXTERS GREEN	SHIRLEY	
	1	1 N	N	3	MR	TOM		MCCAWLEY	06-Mar-89	91 CALDWELL GROV	SOLIHULL	
	1	0 N	N	22	MS	KAREN		WINTLE	02-Jun-63	6 DAREN CLOSE	CHELMSLEY WOOD	
	1	0 N	N	13	MISS	MAUREEN ANGELA		PAGET	25-Sep-67	70 ROVER DRIVE	CHELMSLEY WOOD	
	1	0 N	N	3	MISS	SARA		KELLY	26-Oct-83	29 KEBLE HOUSE	MOAT CROFT	
	1	0 N	N	9	MR	ANDY		STADDON	02-Jun-69	10 ST GEORGES ROA	SHIRLEY	
	1	0 N	N	17	MRS	JOANNE MARY		CATTELL	22-Mar-71	3 BROADWELL ROA	SOLIHULL	
	1	0 N	N	1	MR	CHRISTOPHER		TRAVERSE	19-Jan-42	6 AYLESBURY CLOSI	HOCKLEY HEATH	
	1	0 N	N	25	MR	MARCUS CHARLES		LONG	05-Apr-61	137 GREENLANDS RO	CHELMSLEY WOOD	
	1	0 N	N	2	MR	TIMOTHY		HEMPHILL	05-Oct-70	11 WESTHAM HOUS	FORTH DRIVE	
	1	0 N	N	6	MR	MARK ROBERT		STEVENSON	15-Nov-82	5 CLOVER AVENUE	CHELMSLEY WOOD	
	1	0 N	N	9	MR	BRIAN STEPHEN		ROBERTS	11-Nov-56	80 WATERSON CROF	CHELMSLEY WOOD	
	1	0 N	N	13	MISS	LORRAINE		PHILLIPS	07-Jan-76	6 FOXWOOD GROV	KINGSHURST	

Stretched Money
Managers
Between £100 - £15,000

This is probably the
biggest group

An example of a Tenant in the Stretched Money Managers group

Property	1495904100	2	9	Current	
Address	CHELMSLEY WOOD, SOLIHULL,				
Rent Group	WEEKLY CHARGES	Area Manager	FIONA HUGHES	Number of Tenants	1

<u>M</u> ain Details	<u>C</u> ontact Details	<u>M</u> ore <u>D</u> etails	<u>M</u> iscellaneous Details
----------------------	-------------------------	------------------------------	-------------------------------

Application	0	Pin	Lead Tenant	MISS L	Age	25	Years
Tenancy Type	SECURE TENANCY		Joint Tenant		Age		
Payment Method	CASH		Rent Account - Balances				
Arrears Category	LEGAL CASE		Current Balance	162.22			
Arrears Category 2			Arrears Balance	155.30			
Arrears Officer			Arrears Incl. Sub Accounts	174.76			
Housing Officer			Current Incl. Sub Accounts	181.68			
Date Commenced	14.02.2011		Rent Account - Current Cycle Information				
Tenancy Dates	14.02.2011		Gross Debit	90.00			
Fixed Term End			Housing Benefit	83.08			
Start Reason	TRAN MEDICAL 1 AND 2		SP Benefit	0.00			
End Reason			Net Debit	6.92			
Print Rent Book	None		Rent Account - Arrears Action				
Print Statement	No		Latest Arrears Action	WCA3 3RD CRT WARN			
			Prompted on				

Miss L lives with her 7 year old daughter and 5 year old son. She currently has arrears and receives £83.08 housing benefit. She has a mobile but no email address

OUTSTANDING DEFAULT PEER BAND - (DEFAULT BALANCE RANGE £50,000 - £250,000)	TOTAL OUTSTANDING PI RECORDS	BANKRUPTCY OR IVA	CURRENT BANKRUPTCY RESTRICTION	YEARS IN PROPERTY	TITLE	FORENAME	MIDDLE NAME	SURNAME	DATE OF BIRTH	ADDRESSLINE1	ADDRESSLINE2	ADDRESSLINE3
1	0	N	N	10	MRS	EMMA		PALMER	14-Apr-83	26 GRENVILLE ROAD	SHIRLEY	
1	1	N						MAN	12-Sep-73	99 HELMSWOOD DRIVE	CHELMSLEY WOOD	
1	1	N							11-May-80	34 WALDON WALK	CHELMSLEY WOOD	
1	0	N						M	04-Mar-63	21 SHEPPEY DRIVE	CHELMSLEY WOOD	
1	1	N						H	25-Aug-88	16 BEDFORD HOUSE	SANDA CROFT	
1	1	N							18-Feb-69	10 ASHWOOD DRIVE	CHELMSLEY WOOD	
1	0	N						S	03-Apr-76	1 DEMONTFORT HOUSE	SHIRRAL GROVE	
1	0	N						ON	17-Sep-73	22 SCHOOL CLOSE	KINGSHURST	
1	0	N	N	34	MR	MORRIS		ROSS	17-Jun-46	31 FOREDROVE LANE	SOLIHULL	
1	1	N	N	8	MR	BARON MAX		KHATCHATURIAN	22-Mar-50	14 GREEN HILL WAY	SHIRLEY	
1	1	N	N	16	MR	MICHAEL		WALROND	29-Nov-49	2 BREAM CLOSE	CHELMSLEY WOOD	
1	0	N	N	5	MR	IAN MICHAEL		SUMNER	29-Jul-62	86 GREEN HILL WAY	SHIRLEY	
1	1	N	N	8	MRS	NICOLA JANE		PEEL	26-Aug-79	10 BRACKEN CROFT	CHELMSLEY WOOD	
1	1	N	N	17	MRS	NICOLA		PEEL	02-Jun-68	40 GRANTLEY DRIVE	CHELMSLEY WOOD	
1	0	N	N	32	MR	ALEXANDER		PERKINS	27-May-38	35 TOWNSHEND GROVE	KINGSHURST	
1	1	Y	N	10	MISS	CHARLOTTE E		BOWIE	04-Jul-85	20 AVONCROFT HOUSE	WINCHESTER DRIVE	
1	2	N	N	31	MRS	DORA		BIRCH	29-Nov-26	11 ALSTON ROAD	SOLIHULL	
1	0	N	N	22	MRS	JULIE DAWN		GODRIDGE	26-Aug-62	28 FRANKTON CLOSE	SOLIHULL	
1	1	N	N	20	MRS	KAREN		SHAW	27-Apr-66	174 STATION ROAD	KNOWLE	
1	1	N	N	15	MISS	JACQUELINE		JOHNSON	16-Oct-69	36 ACACIA AVENUE	KINGSHURST	
1	0	N	N	9	MR	TERENCE PAUL		JONES	13-Aug-58	2 WEDGEWOOD HOUSE	FORTH DRIVE	
1	1	N	N	17	MISS	DAWN MARG		WOLLASTON	26-Dec-64	22 BLENHEIM ROAD	SHIRLEY	
1	0	N	N	4	MISS	MARY		RUMBOLD	17-Sep-86	150 ROVER DRIVE	CHELMSLEY WOOD	

Current Financial Stressed
Between £50,000 -
£250,000

An example of a Tenant in the Current Financial Stress group

Property	1233713300	3	8	Current	
Address	, CHELMSLEY WOOD, SOLIHULL				
Rent Group	WEEKLY CHARGES	Area Manager	FIONA HUGHES	Number of Tenants	1

<u>Main Details</u>	<u>Contact Details</u>	<u>More Details</u>	<u>Miscellaneous Details</u>
---------------------	------------------------	---------------------	------------------------------

Application	0	Pin	Lead Tenant	MISS M	Age	23	Years
Tenancy Type	SECURE TENANCY		Joint Tenant		Age		
Payment Method	CASH		Rent Account - Balances				
Arrears Category							
Arrears Category 2			Current Balance -1.35				
Arrears Officer			Arrears Balance 0.00				
Housing Officer			Arrears Incl. Sub Accounts 0.00				
Date Commenced	20.08.2012		Current Incl. Sub Accounts -1.35				
Tenancy Dates	20.08.2012		Rent Account - Current Cycle Information				
Fixed Term End			Gross Debit 91.28				
Start Reason	HLESS CHILDREN REG		Housing Benefit 83.22				
End Reason			SP Benefit 0.00				
Print Rent Book	None		Net Debit 8.06				
Print Statement	No		Rent Account - Arrears Action				
			Latest Arrears Action PHONE/TEXT/EMAIL				
			Completed on 23.01.2015				

Miss M is 23 year old, single and lives alone. She has no arrears and is actually a little bit in credit. She could well be in the first set of tenants to move to Universal Credit and doesn't seem to have an email address. She has at least £50,000 worth of external debt!

How might we use this data?

- Engage with people who may not have bank accounts
- Engage with people who may need help budgeting
- Assess the impact of Universal Credit and cash reverses

Be proactive rather than reactive

A commercial approach to Open Book

Solihull Property Services team

Our In Borough Service

- Based on our performance over the previous 7 years within a partnering relationship we felt we had a unique model delivering value for money
- We incorporated all the scope of our works into 2 Partnering contracts reducing from approximately 40-50 individual contracts per annum. This reduces the contract administration and procurement time for our staff.
- Through Benchmarking we were confident we could demonstrate savings and improvements to service to other public organisations
- We had already successfully delivered works on behalf of other organisations and delivered them savings and improvements to service

Benchmarking

Benchmarking of our performance on Average Job Costs for Reactive Works

	Coventry City Council	Warwickshire County Council	Birmingham City Council	Sandwell MBC	Walsall MBC	Solihull MBC
Average job Cost	£274.42	£260.66	£347.75	£269.36	£371.72	£149.06

Key Performance Indicators

Average Job Cost for electrical reactive repairs

Current Year Costs

Total Cost	No of Jobs	Average
£47,328.47	439	£107.81

Baseline Costs

Year	Overall Average	% Reduction
2006/07	£325.75	Baseline Pre Partnering
2007/08	£268.34	18%
2008/09	£206.90	23%
2009/10	£171.53	17%
2010/11	£118.83	31%

SUMMARY OF SAVINGS BETWEEN 2007 AND 2011

All reactive maintenance orders for Building, Mechanical and Electrical Works.

Overall Spend between 2007-2011
£4,490,624.00

Savings delivered
£1,428,898.40

Overall Percentage Saving
31.82%

Open Book Accounting

- Fully transparent and auditable by client
- Full access to Partners financial systems, timesheets, invoices etc.
- Agreed Overhead and Profit percentages
- Fairer for customers only pay for what they receive
- Provides us the ability to drive down costs and pass these savings onto our customers – we are able to concentrate on the majority of the cost e.g. labour and materials.

Customer Satisfaction

- Solihull's Property Services hold the Customer Service Excellence Awards and have retained this for the last 16 years.
- All our staff have a customer service culture and we have consulted with all customer groups and designed our services around their requirements
- Design and produce bespoke Service Level Agreements for our individual customers and groups
 - 100% of Solihull Academy Schools have bought back our service
 - 31 external Academies also won
- We have developed a suite of Key Performance Indicators that measure things that are important to our customers. We use this as a continual improvement mechanism.

Smart Technology— PST's influence on our success

- Option available for clients to take calls and pass across to SMBC to raise the orders or Solihull MBC to take calls direct using our Keyfax scripting tool:
- Keyfax interfaces with Capita system to automatically raise orders from Keyfax
- Capita keeps property led records of all repairs and costs and used to produce information for the Key Performance Indicators

Smart Technology

- Capita interfaces with the Partners I.T systems to:
 - Pass over order details
 - Allows PST staff to book appointments directly at the time of the customer reporting the repair
 - Pass back order completion details
 - Receive electronic invoices
- Partners have PDA's, Trackers, Dynamic Resource Scheduling Tool, open access to financial information.
- Clients will have access to all IT systems for real time access for job status & finance

Current Provision of works

- Solihull Borough – 90 schools, public buildings, colleges
- NHS Property Services in Solihull
- Birmingham City Council – Building Works reactive to major projects
- Nuneaton and Bedworth Borough Council – Domestic Electrical Reactive, Planned & Void Works (6200 homes)
- Coventry & Warwickshire NHS Trust – Fire Alarm & Lifts Servicing and Repairs
- Academy Schools – Solihull, Birmingham, Tamworth and Wolverhampton – approx. 35 Academies in total
- Solihull Community Housing – Mechanical and Electrical Reactive maintenance and servicing to domestic properties – commencing 1st April 2015.
- Walsall Metropolitan Borough Council – Cabinet Approval to sign a Service Level Agreement for all Building, Mechanical & Electrical Reactive Repairs, Servicing and Planned works upto £250,000 per project
- Sandwell MBC – Business Case Complete, going to Cabinet in February 2015 with a proposal to commence works in June 2015
- South Tyneside Council & Homes – Currently undertaking benchmarking exercise for Decent Homes Works with a view to working with them later in 2015.
- Discussion underway with West Midlands Police and Tamworth Borough Council.
- **Current Total turnover in excess of £24 million per annum.**

Other initiatives

- Sandwell Metropolitan Borough Council – All Building, Mechanical and Electrical reactive and servicing works (schools and public buildings)
- Coventry City Council – Reactive Maintenance and compliance works for Building, Mechanical and Electrical works.
- South Tyneside – Mechanical and Electrical Works
- Tamworth Borough Council – at initial enquiry stage
- West Midlands Police – at initial enquiry stage
- All of these are from word of mouth, no active marketing as yet

Promotional film

<https://vimeo.com/118008899>

