

THE CREATION OF THE HOUSING PROVIDER OF THE FUTURE

Most innovative housing association in the UK 2015, 2016, 2017 & 2018

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Customer Services
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IT Director



WHO WE ARE

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HOUSING
TECHNOLOGY
2019 | CONFERENCE AND
EXHIBITION



- Not for profit housing association
- Vision to be one of best service providers in the UK and an excellent employer



WHAT WE'RE AIMING TO ACHIEVE



- Provide as many affordable homes for local people as possible
- At same time deliver excellent experience for all of our customers

Can we radically **cut the cost** of the landlord service?



Provide a **better experience** for customers?



(and then use the savings to **build more homes**)



OUR DIGITALLY ENABLED HOUSING SERVICE

- Online access to all core services
- Pay rent, book a repair or book gas service anytime
- Super easy to use, fast and convenient
- 3 clicks and you're done
- Supported by webchat services 8-8
- Help for those who need it

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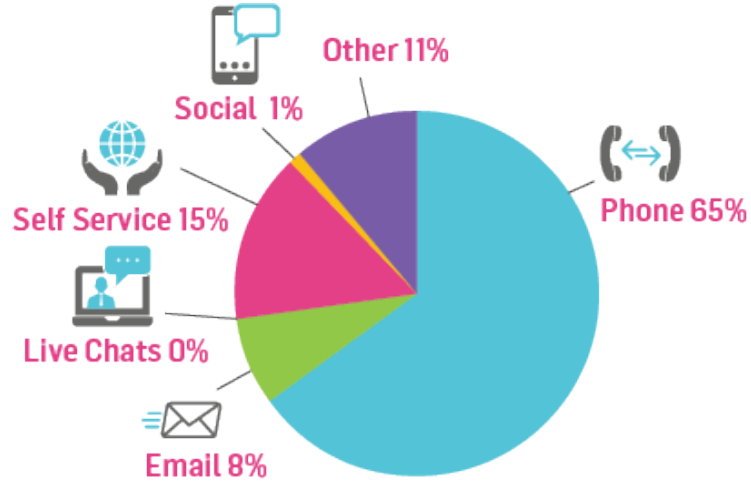
Standout successes of self service

	% of Repairs Booked Online	% of Gas Servicing Booked Online	% of E-Payments	Visitors to 'Help & Advice'	% of Interactions Online
Before RHPI Launch	17%	0%	38%	170 p.w.	20%
Where we are now →	60%	94%	99%	420 p.w.	63%

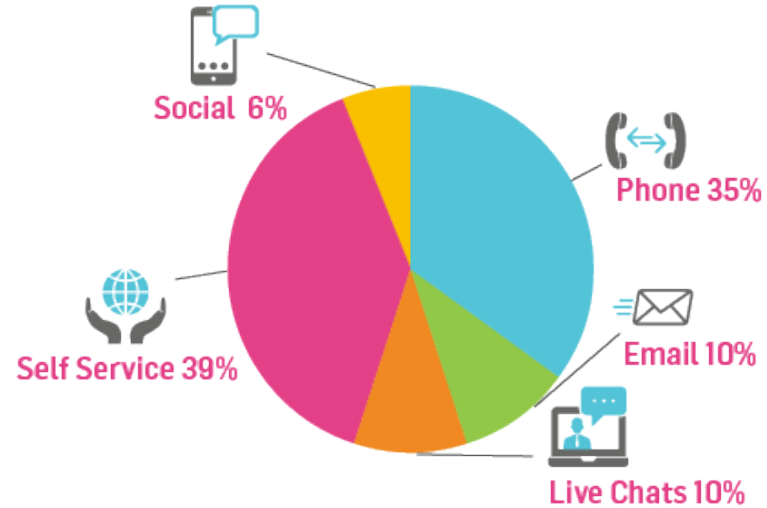
Business Transformation results

	% of Customers with Online Accounts	Easy to Use Digital Services	% Reduction In Calls	% Reduction In Repairs	Operating Cost per Unit
Before RHPI Launch	20%	-	-	-	£4,377
Where we are now →	78%	93%	14%	11%	£3,467

Channel mix 2016



Channel mix 2019



What's Next

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- Core technology principles
- Smart use of data & customer insight
- Believing in our employees



CORE TECHNOLOGY PRINCIPLES

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- Focus on the cloud
- Open tech: Plug & play
- Strategic partners
- Design, not technology led



CORE TECHNOLOGY PRINCIPLES

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INNOVATION FORUM

- Data, a single version of the truth
- Moving to Agile
- It's a journey - 3 year roadmap
- Innovate



SMART USE OF DATA & CUSTOMER INSIGHT

- Multi-faceted insight sources
- Real-time reporting
- Easy analysis tools
- Insight driven decisions
- Transactional customer feedback

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FACE 
**BEHIND
THE** **CLICK**



BELIEVING IN OUR EMPLOYEES

- One of best employers in UK with inspirational culture
- No 1 great places to work 2016
- IIP platinum
- Diverse workforce from inside and outside sector
- No 4 UK's best workplaces for women
- Innovation at heart

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6 TIPS AND TRICKS TO #REIMAGINEHOUSING

- Clear strategy
- Vision for online services
- Smart use of technology
- Recruit on behaviours and find the right people
- Set them free
- Never stand still

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Let us know
what you think

@RHP_UK

