#Rethinking Housing

Sarah Henderson: Service Director- Business Services

Chris Henry: ICT Manager

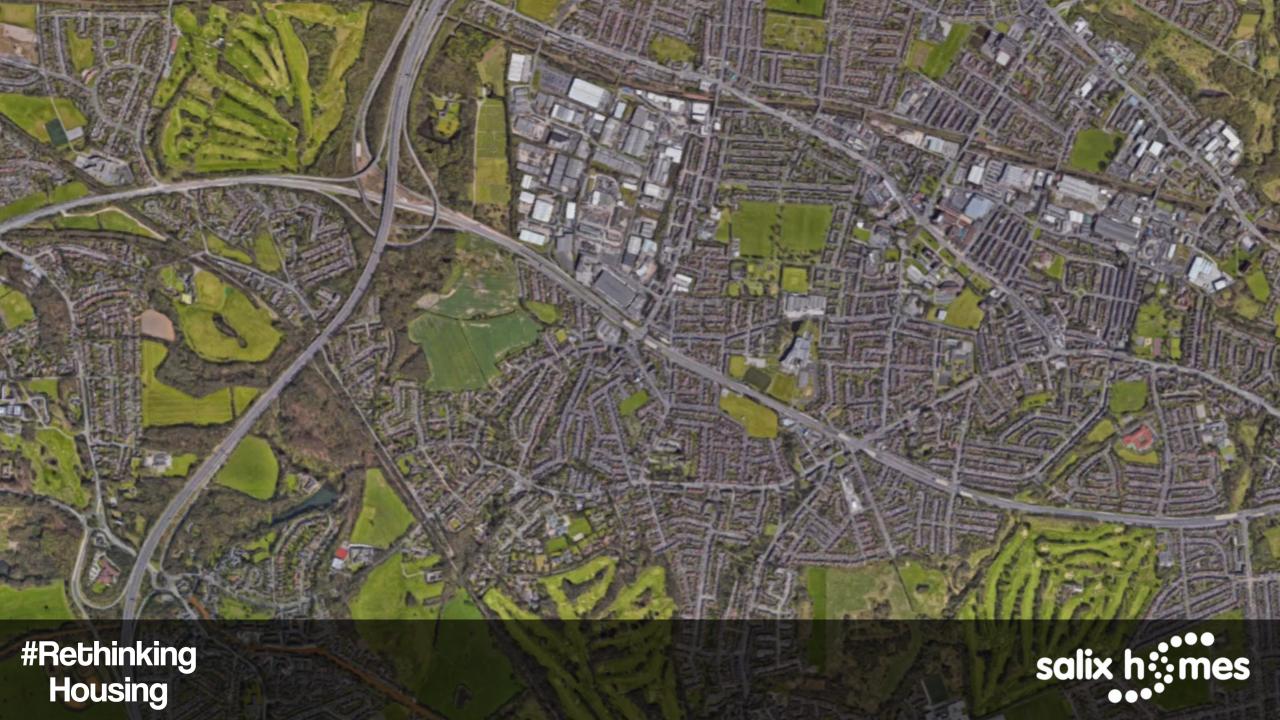


In 2018 we set out our call to the sector...

...to Rethink Housing







But how did we get there?





2007-2015: The origins

An emerging culture against adversity to 'think big'







2015-2017: Our Digital Journey Pt1

- New website and intranet launched
- Our CRM programme commences, delivering phases 1&2
- Investment in agile working
- Introduction of EDRM
- Procurement of a new Repairs and Maintenance System





2018-2019: Our Digital Journey Pt2

New full public cloud infrastructure







Bringing Rethinking Housing to life



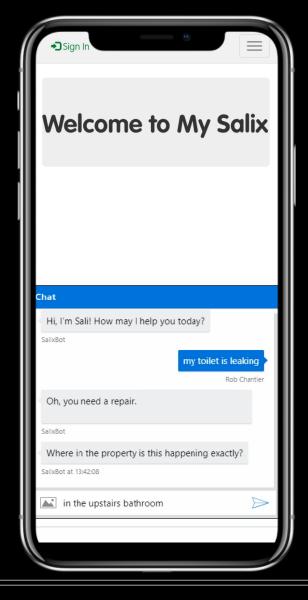


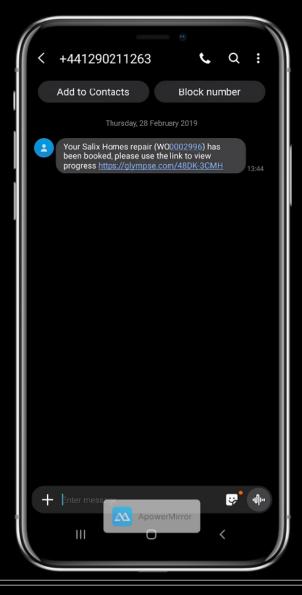
Transforming our repairs platform

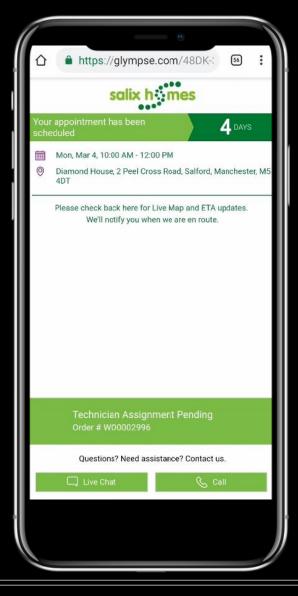
- Radical review of our repairs service to match consumer expectations
- Chatbot diagnosis
- UX-focused interface in line to mirror e-commerce platforms

















Piloting smart home tech

- Innovative MiiHome project to tackle issues of dementia and frailty
- Partnership with academia and health sectors
- Practical example of how the sector can use tech to tackle key issues facing society











Rethinking Housing beyond tech

Tackling homelessness

Repurposing empty buildings

Connecting health and housing





Bringing our workforce with us





A new approach to people management

- How technology is transforming our business
- The need to improve and increase collaborative working
- A need to respond to a changing workforce





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#Rethinking Housing

"What we lack in age, we make up for in accomplishment and we are immensely proud of all we've achieved"



