

# Reducing cost of inhouse repairs and enhance customer expectations

Repairs triaged over video by experienced tradespeople

12-week discovery DINLab programme to test residents solving basic repairs supported by trades person over video

We will test:

- Will this improve the resident experience?
- Will it impact on your carbon footprint?
- Will it save your delivery costs?

Starts Spring 2023



Specialist network of:

Disruptive Innovators Network

In partnership with:



# What is the challenge?

The outdated model of maintenance across the country in social housing and in the private rented sector is wasteful and in desperate need of overhaul. The traditional process of dispatching a physical trades person to every problem, great and small, encourages wastage at all levels.

This issue is especially compounded within social housing organisations that have their own in-house repair teams. Not only do they face wasted spend on unnecessary visits to properties, but also face challenges with:

- Employment vacancies
- Rising fuel costs
- Ageing workforce
- Increased material costs

The costs of an inefficient maintenance process are numerous. Firstly, there is the environmental cost of a trades person attending twice in the lifecycle of most issues. The first time to 'look' at the problem and recommend a suitable course of action, for this to then be approved by the appropriate authority, and then a return visit to fix the issue with the parts in hand. In 2019 alone, diesel vans emitted 158.4 g CO<sub>2</sub>/Km.

This amount could be almost halved by eliminating the initial visit.

In most cases, the resident can also wait for a significant amount of time after reporting a maintenance issue until a contractor can attend to diagnose the issue. This causes frustration, backlogs, and can also allow the situation to deteriorate.

The frustration of the resident, coupled with the financial cost to the inefficiency that can be easily addressed through the use of a video service that is easy to use and built with the resident in mind.



# The Solution we will be testing...

Help me Fix is a software platform and physical service combination that connects a resident to a trades person over video when they have a maintenance issue. The engineer tries to help the resident fix the issue themselves under expert supervision.

If the issue cannot be resolved by the resident the secondary function of the video engineer is to ascertain which parts are required for a physical fix, and to gather information and photos of the issue to assist a physical engineer in making a first-time repair.

The Help me Fix software is comprised of a resident-facing web application, a central administration panel, and engineer mobile apps (both iOS and Android). For the purposes of this DINLab, participating housing providers will be able to access engineers in the following trade categories:

- Plumbing
- Heating
- Gas
- Electrical
- Appliances
- Handyman (multi-trade)
- Alarms
- Drainage

Our other 'non-core' category will not be made available for the DINLab but can be requested by any participants that wish to continue using the service afterwards.



# How is the 'Help me Fix' triage process initiated?

It can be done in the following ways:

1. **Automatically via a login assistant** which identifies the resident via email address or mobile number and automatically sends them an access link once verified. The login assistant is fully branded and can be installed on the Housing Provider's website in an iFrame.
2. **Via an existing piece of software on the housing provider's website** such as repair reporting software, which automatically creates the record in the Help me Fix database and sends an access link to the resident. (integration required).
3. **Manually, via the Housing Provider's call centre**, who take the incoming call from the resident, add them to the Help me Fix admin panel and click the "send magic link" button to dispatch the access link.

For the purposes of this DINLab we will be using the third method of access as no software integration is required and the call centre of the provider will be able to filter incoming calls and decide which meet the criteria for video triage.

Each call ends with a PDF Call Report being generated and sent to an appropriate person or department which contains details about the call, whether a physical visit is required, whether an emergency dispatch is necessary and includes any photos or screen shots taken during the call along with part recommendations.

## 'Help me Fix' can support service delivery

### Resident Experience

This software will connect a resident to a triage engineer within minutes and help them to resolve the issue remotely if possible. Connection time is typically 30 seconds, however this can vary based on demand and time of day. This fast connection between resident and engineer improves customer experience and reduces time to repair. Being connected quickly with an engineer that understands the problem they are facing will break down barriers between the provider and the customer.

### Reduced delivery costs

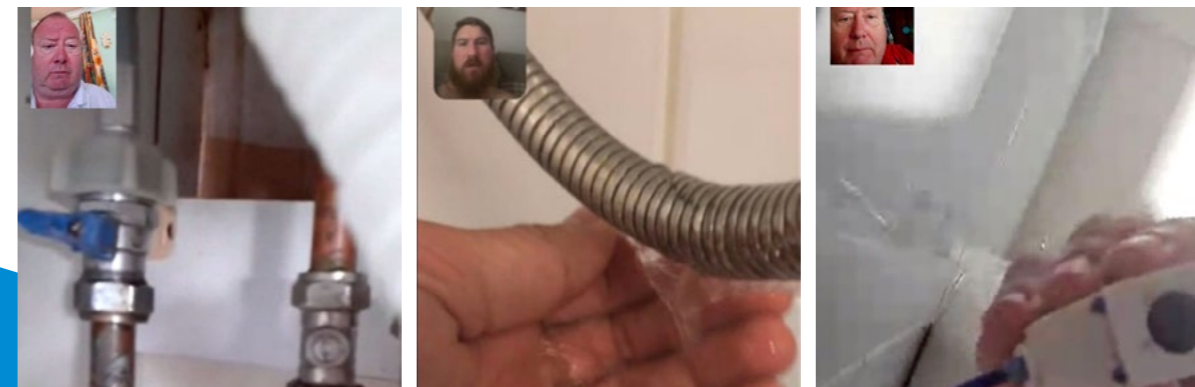
Based on 'Help me Fix' data, implementing this software and triage service cuts delivery costs significantly by reducing the number of visits required to a property.

### KPIs

Help me Fix helps organisations to hit their KPIs, such as time to first appointment, time to repair and cost per repair, by reducing physical visits to a property and connecting a resident to an engineer quickly.

### Decarbonisation

Reduces the carbon footprint of the maintenance cycle by 800g per home per year based on a case study. (Carried out with William Pears Group, Hamways and Adiuvo).



# Analysis of 'Help me Fix' data

|   |        |
|---|--------|
| Assumed delivery cost per visit                 | £50.00 |
| CO2 reduction per visit (kg)                    | 0.8    |
| Number of visits per issue without triage       | 2.5    |
| Total estimated number of visits without triage | 727.5  |

| Fault type   | Total faults | Permanently | Diagnosed  | Not resolved | Temporarily |
|--------------|--------------|-------------|------------|--------------|-------------|
| Alarms       | 6            | 17%         | 50%        | 0%           | 33%         |
| Appliances   | 51           | 14%         | 39%        | 25%          | 22%         |
| Drainage     | 25           | 4%          | 76%        | 8%           | 12%         |
| Electrical   | 30           | 17%         | 60%        | 17%          | 7%          |
| Gas          | 17           | 24%         | 41%        | 29%          | 6%          |
| Handyman     | 2            | 0%          | 100%       | 0%           | 0%          |
| Heating      | 61           | 28%         | 38%        | 25%          | 10%         |
| Plumbing     | 98           | 6%          | 73%        | 12%          | 8%          |
| <b>Total</b> | <b>291</b>   | <b>14%</b>  | <b>56%</b> | <b>18%</b>   | <b>11%</b>  |

|   |            |
|---|------------|
| Percentage of issues successfully triaged or resolved | 82%        |
| Number of visits to property saved                    | 238        |
| Savings to provider                                   | £11,900.00 |
| Carbon savings  | 190.4 Kg   |



# Past performance...

## Adiuvo case study: April 2022

A recent case study carried out using Help me Fix video triage with Hamways who are the managing agent for the William Pears Group (15,000 homes) showed that:

- ✓ in 22% of cases a full resolution was made without any need for a site visit.
- ✓ In just over 60% of additional cases, although the situation couldn't be fully resolved via video link, it could be easily triaged, and the necessary parts identified and sourced, ready for an engineer to visit at the earliest possible convenience.

## & Co. Group Case study: Jan 2022 – March 2022

Out of all issues triaged by Help me Fix:

- ✓ 20% were permanently resolved without the need for a physical visit whatsoever
- ✓ A further 39% were temporarily resolved or the issue diagnosed and parts recommended, meaning that only 1 visit was required to the property.
- ✓ In nearly 60% of cases, the use of the Help me Fix video service saved money for their landlords and improved service to their tenants

## Haslams Case Study: January 2022 – July 2022

Data taken from calls triaged during the period showed:

- ✓ 85 calls taken
- ✓ 76.47% positive triage outcome
- ✓ Physical dispatch rate of 11%
- ✓ Circa £12K in out of hours charges saved for landlords.

| Haslam                               | Numbers    | %      |
|--------------------------------------|------------|--------|
| Total number of calls                | 85         | -      |
| Number of calls permanently resolved | 19         | 22.35% |
| Number of calls temporarily resolved | 11         | 12.94% |
| Number of calls diagnosed            | 35         | 41.18% |
| Positive triage outcome              | 65         | 76.47% |
| Total number of emergency dispatches | 9          | -      |
| Emergency dispatch as % of calls     | -          | 11%    |
| Call charges                         | £1,457     | -      |
| Money saved for landlords            | £12,223.44 | -      |

Help me Fix is used in over 28,000 private tenancies across the UK across 30 letting agency groups and property management companies.

## Reviews:

"We've had a great response to it. The benefits are our [property managers] are less busy. To take that element of maintenance away from them makes a massive difference. And not only in the office, [residents], they can control it themselves and landlords are also seeing a massive difference in their costs each month. For example I've got a landlord with over 30 properties, his maintenance at the end of the month is basically half of what it was before the Help me Fix App, because we've wiped out the call out fees..."

Kirsty Hall – Lettings Manager, Signature Estates

"Out of hours has completely changed. Previously we were using a system where we'd just send a contractor. A lot of unnecessary call outs. Christmas is a prime example of that, I have never known a Christmas since I worked here where it was so quiet and stress free. We had 80 calls, but only 3 ended up in a physical call out. Before it would have been 80 [call outs], so that's just madness really. The whole team couldn't believe how smoothly it went."

Emily Taylor – Head of property management, Haslams

"It was without a doubt the best thing ever. Super quick, super easy to use and it solved the problem without having to wait a long time for an engineer to be available to attend and the [resident] was back up and running again within 30 minutes of reporting the issue. Happy tenant and happy landlord for being able to keep the costs down."

Danny Hassall - Senior Property Manager, Alexander & Co

# Who is this DINLab for?

**This DINLab is suited to housing providers who manage 1,000 or more homes with a direct labour service for repairs that do not already use video triage as part of their maintenance offering.**

## Residents will benefit from:

- Reduced waiting times from initial report to fix
- Being connected to a human being that can help them within minutes
- Empowerment to resolve simple issues themselves
- Improved communication with regards to their maintenance issue

## Repairs services will benefit from

- Reduced backlogs
- Reduced time to repair
- Reduced fuel costs
- Increased availability of repair technicians

## Housing providers will benefit from

- Accurate resident feedback on the service
- Reduced carbon footprint
- Reduction in maintenance spend
- Potential increase in resident satisfaction (this will be tested)

## DINLab Methodology

### Overview

The DINLab will be in the form of a Pilot deployed over 12 weeks within the organisation to assess cost savings, backlog reduction, time to repair reduction and customer experience. This will work alongside their existing call centre process and we will take all eligible calls (approximately 70% of reported issues) in a controlled manner.

### Phase 1: Pre-activation

Help Me Fix will create and configure the housing provider's Help Me Fix admin panel & branded call environment and set up automations to extract metrics from calls carried out for later analysis.

### Phase 2: Training

Help Me Fix will work with the organisation to train all participating call handlers on how to add a resident to the system and send out a call link. Help Me Fix will also train the repairs management team on how to assess the resulting call report and use the information to prepare a repair team for a first-time repair.

### Phase 4: Post mobilisation and analysis

Help me Fix will collect and analyse the data from the DINLab and collate data outcomes including

- Number of issues permanently resolved, temporarily resolved or accurately diagnosed.
- Delivery cost savings
- Customer satisfaction

### Phase 3: Mobilisation

The housing provider will start using the service tied to pre-agreed fault types over the next 12 weeks.

### Phase 5 - Presentation and Debrief

In the final part of the DINlab Help me Fix will share the data with the repair management team and senior leadership team and explore the impact of the DINLab on different areas of the organisation.

# Outcomes...

- Housing Providers will learn whether the introduction of video triage into their existing maintenance process will:
  1. Improve time-to-repair
  2. Improve service to their residents
  3. Reduce their carbon footprint
  4. Reduce delivery costs
- Help Me Fix will triage maintenance issues for 70% of incoming issues (only viable issues-types to be triaged) over 12 week period, either resolving or diagnosing for a further visit
- Resident feedback will be requested after every call collected by our software platform
- Testing residents appetite for a video calling solution
- Collect metrics of success of triaged issues (issue resolved metric)
- Report at the end of the DINLab for each Housing Provider on the following key areas;
  - Time to repair
  - Customer satisfaction
  - Time to first appointment
  - First time fix
  - Cost per repair

## What we would need from you

- Project sponsor (leadership level)
- Dedicated project manager
- Input from Head of Repairs, contact centre lead, call handling operative
- A data sharing agreement in place with each participating housing provider before the start. Contact details are required for each tenant that takes part so we can review finding with them to support where necessary.
  - Data required will include existing data on Time to repair, Time to first appointment, Labour cost per visit, Number of visits per repair. This will allow for comparisons to be completed at the end of the DINLab

## Time requirement

1. Initial kick off meeting with repairs management team to discuss the DINLab (1 hour)
2. Knowledge transfer from the organisation for configuration and setup (1 hour initially and Ad-hoc throughout the DINLab )
3. Training session with call handling team (4 hours)
4. Bi-monthly meeting with designated repairs management team member (6 x 45 minute meetings.)
5. Provision of historical data so we can analyse the impact of the DINLab (2 hours)
6. Final presentation and debrief (1 hour)



# Meet the DINLabs team..



**Jenny Danson**  
DINLab Director

Jenny is responsible for the coordination of DIN's specialist networks PIN (Proptech Innovation Network) and IAN (Intelligent Automation Network) in addition to supporting DINLabs and member relations.

For over 25 years Jenny Danson has been leading transformational change and service improvement in CEO, COO, Executive Director and Programme roles. She has worked for companies of all shapes and sizes, from startups to multinational brands including BAA plc, Boots Opticians, Lovell, Ilke Homes, Fortem, and a number of Councils and Housing Associations.

Jenny will manage the DINLab experience for participating organisations and ensure the published expectations are met.



**Ettan Bazil**  
Chief Executive Officer

Ettan is the founder of the Help me Fix service and will be the key contact for the DINLab. Ettan is a former gas engineer and plumber and will be responsible for delivering the necessary levels of service required for the DINLab and coordinating the supply of engineers.



**Myles Treharne**  
Chief Financial Officer

Myles will be responsible for all administrative agreements and financial aspects of the DINLab including billing, measuring financial outcomes for the participants and presenting key outcomes.



**Adrian Bubela**  
Chief Technology Officer

Adrian leads the team that developed the Help me Fix software platform. He will be responsible for making sure the technology side of the DINLab is working properly and that there are no bugs or technical issues.



# Help me Fix

## About Help Me Fix

**Help me Fix** is the leading video maintenance service to the private rented sector in the UK serving 23,000 tenancies nationwide. Our first-to-market solution allows for maintenance issues to be resolved in an innovative, carbon-positive way via video. Our software uses local device push notifications in an uber-style call routing system, to alert engineers that a resident is waiting with an issue. Every 5 seconds, a new engineer is added to the call pushes so that within 60 seconds 12 engineers are being pushed at the same time. This ensures that calls are never missed and residents are connected quickly. Help me Fix is changing the face of maintenance in the UK.

Help me Fix is now being introduced to social housing and we are working with housing providers to improve customer experience, reduce backlogs and time-to-repair and to make a positive carbon impact. Our service is split into a software platform which handles the call-routing, video triage and reporting, and a physical service which includes our triage engineers. Our approach with housing providers is to work with them over time to empower their existing internal repair teams to triage incoming issues. This is achieved by initially routing the calls to our external teams to clear the existing backlog whilst training and onboarding the existing repairs team. There is a gradual handover and utilisation costs decrease over time until the organisation is completely self-sufficient.

<https://helpmefix.io>

<https://www.linkedin.com/company/42696103/>

<https://www.facebook.com/helpmefixapp>

# Disruptive Innovators Network

## About DIN

**DIN** is a membership organisation for social housing providers investing in innovation. We have a passion for thinking and doing things differently. By capturing the best insights and knowledge from all sectors, embracing disruption and innovation we inspire leaders wanting to transform their organisation. With a hands-on approach we explore new ways of working, test new and emerging technologies, fresh business models and understand how to effectively deal with disruption. We are about collaboration, sharing and learning together. To find out more about how we deliver this, please visit our website at

[DIN website](#)

[DIN LinkedIn](#)

# Timescales

**DINLab Lightning Pitch Launch to sector:**  
Tuesday 28 February 2023, 10.00-11.30

**Register your organisation to take part:**  
By Friday 24 March 2023

DINLab technology testing commences in May 2023

For more information or to register your interest in this DINLab please contact **Jenny Danson DINLab Director** at [Jenny.Danson@DisruptiveInnovatorsNetwork.co.uk](mailto:Jenny.Danson@DisruptiveInnovatorsNetwork.co.uk) or telephone **07733 323 748**

For this DINLab to take place, we need a minimum of five housing providers to take part.

# Participation fee

The cost for the DINLab is:

**£9,900 plus VAT for PIN Members and**

**£12,700 + VAT for non members**

This includes 1,800 minutes of call time. This should serve approximately 225 sessions

Additional minutes can be purchased for £5,500 plus VAT per 1,000 minutes. Each bundle should serve approximately 125 sessions.

Any minutes that haven't been used by the end of the 12 week period can be used after the DINLab has ended for a period up to 4 weeks. If minutes are exhausted, then the testing of the technology will end by default.

[Book your organisation on this DINLab programme here...](#)



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network of:



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Department for Levelling Up,  
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