

How a housing association is increasing tenant engagement & customer satisfaction with an award winning app

Engagement

In 2005, Inciper is working with one of the UK's largest social housing providers with over 32,000 homes across Wakefield district and the north or England.

In 2022, the housing association embarked on an initiative which aimed to increase engagement with tenants and support a large scale survey, including the capture and tracking of actions and reporting on KPIs and benefits.

The housing association engaged with Inciper to co-produce a Power Apps App to support the process.

Key Challenges

The main challenges within the On your street processes included

- ▶ The need to manually collate visit lists for the surveys, organise by location and distribute to local representatives
- ▶ The flagging of vulnerable or other groups that needed special consideration or should not be visited
- ▶ The capture and collation of responses, including where a re-visit was required was complex
- ▶ It was challenging to capture and follow up on specific requests or questions that needed follow up
- ▶ The ability for the whole process to be available offline in case of connectivity issues
- ▶ Challenges with reporting and analysis of the information captured

Solution

With surveys previously completed on paper and collated using Excel, a Microsoft Power App was built for use on mobiles (including working without connectivity it needed) by the field teams and provides a list of properties, tenants with any notable information displayed, allow digital capture of survey and actions plus reporting based on Power BI.

The app improved efficiency, speed and accuracy of results as well as customer satisfaction based on follow ups.

As well as new features for the app in 2023, Inciper and the housing association are working together on additional use cases where Power Apps can add value and support new processes and continuing to provide knowledge transfer and training to the housing association to promote self-sufficiency.



The App helped the housing association to secure the award for 'Best Resident Involvement Initiative' at the Northern Housing Awards in 2022

The Northern Housing Awards judges said of the project:

"This was an incredibly ambitious project – to visit 32,000 homes in just three months is a huge undertaking!"

