



Disrepair in the Housing sector

Use Case



Recent news in the housing sector has reported an increase of disrepair such as a rise in mould, damp and lack of heating. This has resulted in many housing associations and social landlords starting to look at new technologies to monitor disrepair remotely, reduce paper-based processes and use data from sensors to detect issues in advance. Not only will this save time and capacity from a workforce perspective, but it also ensures all evidence is recorded and enhances the volume and quality of data should a case be brought to court.

IoT sensors are able to monitor a range of activity from detecting temperature and humidity changes for mould detection to motion sensors for vacant properties, to leak detection. The sensors gather data, detecting if there is a risk, notifying the organisation and enabling jobs to be proactively created to tackle the issues before they escalate into a more significant problem. All this data works together to provide a more pre-emptive and efficient service for tenants.

Traditionally, a housing officer would visit the property taking up a lot of time in travel and paperwork, but with IoT implemented, sensors can instead monitor key aspects of the property, for example humidity and temperature. If these drop below or rise above certain levels an alert is triggered which creates, schedules and assigns a job for someone to visit the property. This works alongside field service management to ensure the field staff use their time efficiently, creating additional capacity and reducing unnecessary costs.

- **Step 1** A sensor is placed in the tenant's home to monitor the living environment, gathering and passing data to an IoT Cloud Management Platform. Information is then analysed, and rules engines and AI are utilised to determine if action, such as the creation of an item of work, is required.
- **Step 2** Once sensors have flagged an issue, or identify that an action may be required, an item of work can be created before being assigned to a relevant field operative via their mobile device.
- **Step 3** The field operative receives the job on their mobile device, accesses the property address details, makes their way to the property to review the issue and carries out the relevant repairs job. They record all visit information via notes and capturing images on their device. They note if any follow up visits are required.
- **Step 4** This streamlined process enables timelier service delivery, enhances compliance with any SLA's or standards and ensures that tenants are receiving a consistent high-quality responsive service.

Sense from Totalmobile makes use of IoT technologies, including connected sensors and rules engines, that enable the creation of work to be automated and assigned to mobile workers, without the need for human intervention.

At Totalmobile, we provide housing organisations with flexible technology solutions which enables them to deliver services efficiently and record information accurately. Our Job Management and IoT capabilities ensure disrepair is proactively monitored while enabling you to evidence information accurately.

For further information on our [job management software](#), our [Housing & Property Solutions](#)

contact us on info@totalmobile.co.uk





Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

Belfast Office

Pilot Point
21 Clarendon Road
Belfast
BT1 3BG
+44 28 9033 0111

Derby Office

Ironstone House
Kedleston Close
Belper
Derbyshire DE56 1TZ
+44 (0) 1773 596

Birmingham Office

The Mint,
96 Icknield Street,
Birmingham,
B18 6RU

Rochdale Office

2C Crown Business Park,
Cowm Top Lane,
Rochdale
OL11 2PU

Bury St Edmunds Office

22 Park Farm
Fornham St,
Genevieve
Bury St Edmunds IP28 6TS
+44 (0) 1284 330 164