



## More for your Money

### Investments in IT Systems

#### Housing System

SARH managed two major IT improvements projects in 2013/14 and 2014/15:

- Improvements to the Housing system
- Introduction of a new repairs ordering and invoicing system

All projects use the SARH Project Management Framework which features the best practice elements of the international PRINCE2 framework. This includes cost benefit analysis as well as risk, communications, lessons learned and good management of progress.

SARH investment in the Housing system has many benefits:

- It gives customers more flexibility as direct debits can be set up to be paid on any day of the month
- Direct debits are cheaper to administer and paperless direct debits reduce paper and postage costs
- Rent accounts that are likely to fall into debt are identified quicker so SARH can be more proactive in supporting customers
- The upgraded system is more user friendly and staff can access information quicker.

The investment of £42,500 will be recovered during 2014/15 and 2015/16. Savings will amount to £81,500. This will come from:

- a reduction in rent arrears of £75,000 (rent debit reduced from 1.8% to 1.5%)
- increased direct debit take-up (from 22% to 30%) saving £6,500 as this method of payment is cheaper to administer

#### Repairs System

SARH has invested in a new repairs system which will:

- Use electronic processes instead of the current paper-based approach
- Hold information in one place rather than using numerous spreadsheets
- Improve job costing which could help with future commercial growth
- Improve the communication for repairs staff and customers
- Improve right first time performance by up to 3%
- Reduce the time taken to complete minor works to less than 28 days

The investment of £210,500 will bring financial benefits of £60,500 for the repairs team. There are also potential benefits for Housing Worx. In addition to the financial benefits customers will benefit from a better, quicker service.

