

# Your Housing Case Study

Your Housing Group is a new generation of housing provider based predominantly in the North West. With a pioneering, creative workforce, they are working efficiently and effectively to build as many quality houses as possible to play their part in solving the national housing crisis. With more than 24,000 homes across the North West, Yorkshire and the Midlands, the business has a large and diverse portfolio. They pride themselves on providing homes which help people to live independently and on enabling people to get on and off the property ladder at different stages of their lives.



## Results

**100%**  
of data checked

within compliance documents

**2016**  
started using our software

40K compliance documents checked

**26K**  
properties

Your Housing have over 22,000 residential properties

## Challenges

Back in 2016, we undertook a review of the 'end-to-end' processes around how the Asset Compliance Team handled and managed the LGSRs received daily from our Heating Suppliers. We understood that to be fit for the future we needed to evolve, work smarter and in an ever-challenging sector, become more efficient in our approach!

When looking for a new solution, we certainly weren't looking for the traditional functionality of receiving and then saving a document, those types of systems were, and still are, readily available in the market today. We were looking for a tool that would replace our manual handling of documents as well as provide smart, forensic, logical interrogation of Certification. A key requirement being the ability to offer enhanced reporting by way of extracting data/detail from within the Certification and surfacing this intelligently.

# Solutions



## Failure checking

We heard a new solution provided not only the ability to read an LGSR, but the ability to provide advanced reporting and failure checking. With our drive for efficiency and future proofing in mind, we knew we had to take a look!

## Astounding

The user dashboard utilises a RAG (Red, Amber, Green) system which was able to be tailored to our specific needs. To be able to easily identify any discrepancies at such a fast completion rate was, and years later still is, astounding.

## Game changer

It allows us to concentrate our efforts, maximise our efficiency and has become a real game changer helping us to support our customers to live in a Safe and Healthy Home.

I often wonder how we managed before TCW!

## The Benefits

To be honest, since implementation, back in January 2016, I often wonder how we managed without it. At the time, we had four full-time members of staff whose roles were to visually check LGSRs as they came into the business. As with any human interaction, there was a possibility of human error. The software has provided great assurance that every document received is processed using the same logical, forensic check, and we've been able to redirect team resources to other important tasks.

Working with our own ICT team we now have a better understanding of how to manage the outputs to underpin the full end-to-end process of receiving and processing LGSR data. We can now extract, report and upload data in bulk, saving countless hours of administration and laborious unproductive repetitive tasks.

Each member of the Gas Team has a login, allowing them to use the system to support contract management as well as the management of issuing work resulting from the RAG rating checks.

An unexpected benefit was the ability to target quality audits in such a way that they are now meaningful. Gone are the days of a blanket 10% quality audit on LGSRs. Now we can work with our auditors to target specific heating suppliers/operatives as we can clearly see the critical areas in which they are failing.

I often wonder how we managed without the software. It has proven that the process of manually checking LGSRs is no longer efficient, effective or reliable to provide you with total assurance that you have checked, scrutinised and actioned as necessary each and every LGSR you have received.

**Lee Woods**

Head of Asset Compliance, Your Housing