

## Appendix A

### Statement of requirements

The requirements needed to replace the existing system like for like are:

- A mobile app/software compatible with a smartphone that will facilitate the receiving, processing and completion of Housing Repairs jobs.
- Each user has their own account, in order to log jobs via individuals.
- The software must already be able to send and receive data to and from Orchard Housing (our existing Housing Management Software).
- Capable of holding supplier materials and hire information, which can be allocated to jobs when used.
- Able to complete vehicle check forms on the app which will send to the back office for review.
- Provide labour, material and hire cost breakdown against each job.
- Ability to take photos and store securely against the job, using the app.
- Provide an integrated method of communication with the back office. E.g. the ability to request follow-on work.
- Real-time events, timestamped and recorded in Orchard to provide a full record events against each job.
- Will work offline when in a poor signal area.

What currently does not work and what we would like to see in the upgraded software:

- The current system does not handle multiple engineers working on the same job. This is a particular issue with void properties where a large number of engineers could work on the same job. The record of labour, materials and hire is poor, data is often lost or missing and each job requires a full manual review and amendments on completion.
  - Therefore the upgrade must provide a solution that is fit for purpose with multi-operative jobs.
- The current system only has provision for Repairs Work visits.
  - We would like the new upgrade to facilitate Repairs Inspections and Void Inspections.

What we would like to see in new software, following on from feedback from tenants in the Repairs Working Group and from Satisfaction Surveys:

- The facility to send text messages to tenants when the engineer is on their way.
- Ability to attach associated documents electronically. For example, technical drawings or specifications. In order to reduce the need for printing/paperwork and have more information at the time of the visit.
- The ability to manage van stocks, and integrate with our supplier. This would improve our 'Right First Time' KPI due to having more stock availability on the van, rather than making multiple trips per day to the merchant.
- Provide more specific appointment times such as a 2 hour window, rather than AM or PM which is what the existing system allows us to do.

What we would like to see in new software, following on from staff feedback:

- More real time visibility of all engineers, so that appointments can be changed dynamically based on urgency and geographical area. This would maximise the engineers' time, which in turn would allow for more jobs to be completed per day.
- Ability to review performance data of engineers and increase productivity. E.g. compare time taken to complete jobs.
- Ability to complete forms using the new software which can automatically populate in Orchard. This would reduce the need for printing and save time. Officers currently fill

out paperwork in the field and then have to return to the office to manually key in their form to Orchard.