



Red Kite Community Housing puts tenants first
by implementing Kirona's scheduling & mobile solutions

Red Kite Community Housing, based in High Wycombe, own and manage more than 6,700 homes across the Wycombe District. As an innovative, tenant-led housing association, they are committed to working closely with customers to deliver great services, with recent initiatives including the set-up of new companies to offer rents based on a person's ability to pay and an ethical estate agency service.

The Challenge

Part of Red Kite's housing management team manages a vast range of tasks, from carrying out health and safety checks, fire alarm checks and home audits, to inspecting trees and the condition of roads and investigating reports of fly tipping. These jobs are typically complex for the organisation to manage because of their volume and variety.

Following a review of their structure, new roles were created to work in a more mobile way so that these tasks could be carried out more efficiently and directly with customers in their communities. They were equipped with a tablet-based system that enabled them to complete job forms in situ, but this method of mobile working was not integrated with the centralised management system used by Red Kite. As such, data from each individual job sat on staff members' tablet device until it was manually monitored by a team back at the office, leading to a lack of joined-up information and delay.

Meanwhile, each time a job was required, selecting the most appropriate staff member and time slot required a manual allocation into a non-integrated scheduling system. This was inefficient and often prevented Red Kite from closely aligning with tenants' availability.

Therefore, Red Kite sought a new system for dynamically managing the scheduling and allocation of these housing management jobs.

The Solution

Red Kite reviewed solutions from four different providers before selecting Kirona as the most experienced and established partner, with a clear track record in the housing sector.

The project began with a phased implementation of Kirona's Dynamic Resource Scheduler (DRS) within Red Kite's housing management service, which manages both planned and responsive jobs via a single view, visible in real-time both in the head office and on the devices of mobile workers. This enables staff members to be allocated to jobs according to their own live schedules and locations, minimising downtime between appointments and maximising the productivity of each team member.

Such was the success of this first phase that Kirona's DRS was soon rolled out to the repairs and maintenance team, along with the deployment of Kirona's Job Manager mobile solution. Kirona created a new set of job forms for Red Kite according to the organisation's precise needs and with training, further internal development of forms has given Red Kite added flexibility and the ability to respond quickly to changes in business processes.

The job forms bring together multiple sources of information so that managing each job can be done from a single screen rather than sorting through multiple calendars and schedules. These forms are also fully integrated into Red Kite's housing management system, so there is no need for mobile workers to manually import data each time they return to the office.



“Kirona’s technology has, very simply, made our lives much easier”

Sam Grimwade, Red Kite Community Housing

The Outcome

Kirona's software has enabled Red Kite to work in a more integrated and efficient manner, both in the short-term and the long-term. The immediate impact of DRS and Job Manager software is felt when scheduling both planned and responsive jobs, removing the need for staff members to hunt through multiple sources of information when booking an appointment. This improves both internal resourcing and customer satisfaction, since it enables jobs to be booked around tenant needs.

In the longer term, Kirona's software is enabling Red Kite to keep a far better record and tracking system of what kind of jobs are being undertaken, their volume and how long they take. Analysis of this data will ultimately enable Red Kite to have better visibility into its operations and resource allocation, leading to smarter management decisions.

The organisation carries out work in over

6,700

homes every year

Sam Grimwade, UX Specialist at Red Kite said:

“Kirona’s technology has, very simply, made our lives much easier. We now have far better visibility of capability and availability each time we book a home visit, which ultimately means that we can more easily work around what is convenient for our tenants. Smart scheduling and job management isn’t just about internal efficiency; it’s about being able to put our tenants first and deliver a more personal service. Over time, the data that we are collecting should also be able to feed into broader management decisions, enabling us to work more intelligently and cost-effectively.”



Speak to us

For more information about Red Kite Community Housing project or to discuss any of Kirona's products and services contact us at info@kirona.com or **01625 585511**.



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