

# Repairs team goes mobile

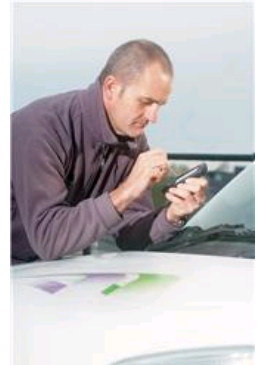
## Tor Homes is setting up a new system to improve the way housing repairs are organised

Tor Homes' tenants will benefit from a computerised system which aims to give them a specific date and time when someone will call to fix a repair. It will also reduce repair waiting times and cut down on travelling and fuel costs.

Tor Homes has awarded a 5-year contract to Brighton-based ROCC Computers to supply the technology. The company won the contract against stiff competition from other suppliers.

The new equipment means that residents don't need to stay at home all day, waiting for the job to be carried out.

Members of the direct maintenance team, who are responsible for carrying out the repairs, will be given their first job before they leave home. Using their mobile computer (called a Personal Digital Assistant), they will log on in the morning and travel to their first appointment straight from their home.



David Parker, Tor Homes' Information, Computer and Technology Manager, said "This new technology will help us improve our services to tenants and drive down costs."

John McCue, Tor Homes' Business Maintenance Manager is responsible for rolling out the new system to the 70-strong workforce and is looking forward to it being up and running.

"We regularly consult our tenants on how we can improve our services. They said that when they reported repairs, the lack of a definite appointment was causing frustration. This new service is aimed at tackling that cause of dissatisfaction."

"Prior to the introduction of the mobile technology, team members would pick up their job tickets for the day before setting out on their day's work", said John. "This could mean inconvenience for tenants with short notice of appointments and the need to re-schedule jobs. Each job will now be planned on a route so that the appropriate person, such as a plumber, is sent to the nearest property."

"Now the tenants will get a definite appointment and they can receive a text, either to their mobile, or their landline, reminding them of the appointment time. All of these changes will make life easier for our tenants by giving them a more efficient and smoother repairs service and improved value for money."

The system will start in June with the gas servicing team and will then be rolled out to the rest of the direct maintenance team by September 2009.

If you would like to know more, please contact [John McCue, Maintenance Business Manager](#).

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