

CASE STUDY

Delivering personalised services and harnessing performance insights.

Notting Hill
Genesis

Helping Notting Hill Genesis transform.

Notting Hill Genesis has been working hard to transform its service delivery, with the goal of offering residents a modern, efficient service. One that's flexible and fair. And offers the housing provider the ability to balance costs whilst creating a truly personalised offering.

Our work with NHG has grown from an initial 2,000 property pilot in January 2018 to now managing 50,000 properties in its portfolio. We've maintained several key areas of focus throughout: developing an enhanced repair offer for residents, harnessing local communities for a flexible offering and utilising a wealth of performance insights for data-driven decision making.



35,000

Jobs through
Plentific's marketplace
in FY 19/20.



50,000

Properties managed
using Plentific.



91%

of repairs
completed first time.

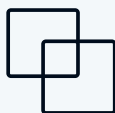
A closer look at Notting Hill Genesis.

Providing homes for more than 50 years.

NHG has been providing homes for those who need them for more than 50 years. Its roots reach back to the 1960s, conceived by local people who shared a similar vision – to house west London’s working poor, providing them with a home from which to build themselves and their families a secure future. NHG is a member of the G15 group of major housing providers in London and the south-east, and owns and manages over 66,000 properties.



Providing homes for more than 50 years



Member of the G15 group of major housing



Manages over 66,000 properties



How Plentific became NHG's trusted partner for enhanced service delivery and decision making.

Revolutionising repairs and maintenance together.

We worked closely with NHG's teams to integrate our platform seamlessly into its operations and existing systems. Alongside our dedicated marketplace of local suppliers, and with a wealth of work order management tools at NHG's disposal, the housing provider is now able to manage its entire repairs and maintenance process on one single dashboard.

Goal #1:

A trusted digital partner

NHG sought a digital partner to add flexibility into its repairs services, integrate with its in-house CRM and generate robust data to drive decisions.

Outcome

The Plentific platform has integrated with NHG's Workwise platform (in-house CRM) allowing for improved automation of services. Over 35,000 jobs were put through to the Plentific marketplace in FY19/20 - with works ranging from minor day to day repairs to void works and roof replacements.

Robust data from every single job has helped prioritise service delivery for residents who need it most, as well as drive decisions around contractor capacity.

Goal #2:

Easy integration

NHG sought a solution that was flexible enough to slot into its existing digital infrastructure, as well as one that could scale up to manage thousands of properties across several different businesses contained within NHG.

Outcome

Plentific's platform is now utilised by seven different businesses across NHG. Our dedicated marketplace is also trusted as the default supplier for several of these. Both the platform and marketplace provide rich data at every step of the process, which has helped reduce average repair costs month-to-month.

Goal #3:

Enhanced service delivery

NHG wanted its repairs service to be resilient enough to cope with demand fluctuations. To be nuanced enough to prioritise cases. To be efficient enough to speed up average completion time and offer the flexibility needed to adapt to resident needs.

Outcome

Using Plentific, 91% of repairs are completed first-time. Average completion time across all works issued out on the platform for FY19/20 was 10.2 calendar days. This number includes complex works, void works and major repairs.

Plentific's clear and transparent quote variation means NHG teams have accurate indication of costs at all times. Repairs can be easily tagged and prioritised within the platform. Robust in-platform data has driven decisions around contractor capacity and reduced the build-up of backlog jobs.

Reliable lockdown cover

2,189 emergency jobs have been issued out and completed using Plentific since 1 April. Over 9,000 jobs in total have been issued out and completed since 1 April. Average completion time across these 9,000 jobs was 5.1 days. The platform was pivotal in ensuring that vital repairs were carried out for NHG's residents during a challenging time.

Goal #4:

An innovative, flexible supply chain

NHG sought a solution that would help address a backlog of work-in-progress jobs alongside its existing DLO. A solution that could integrate with DLO operations, scale up or down to meet demand easily and manage overflow whenever required.

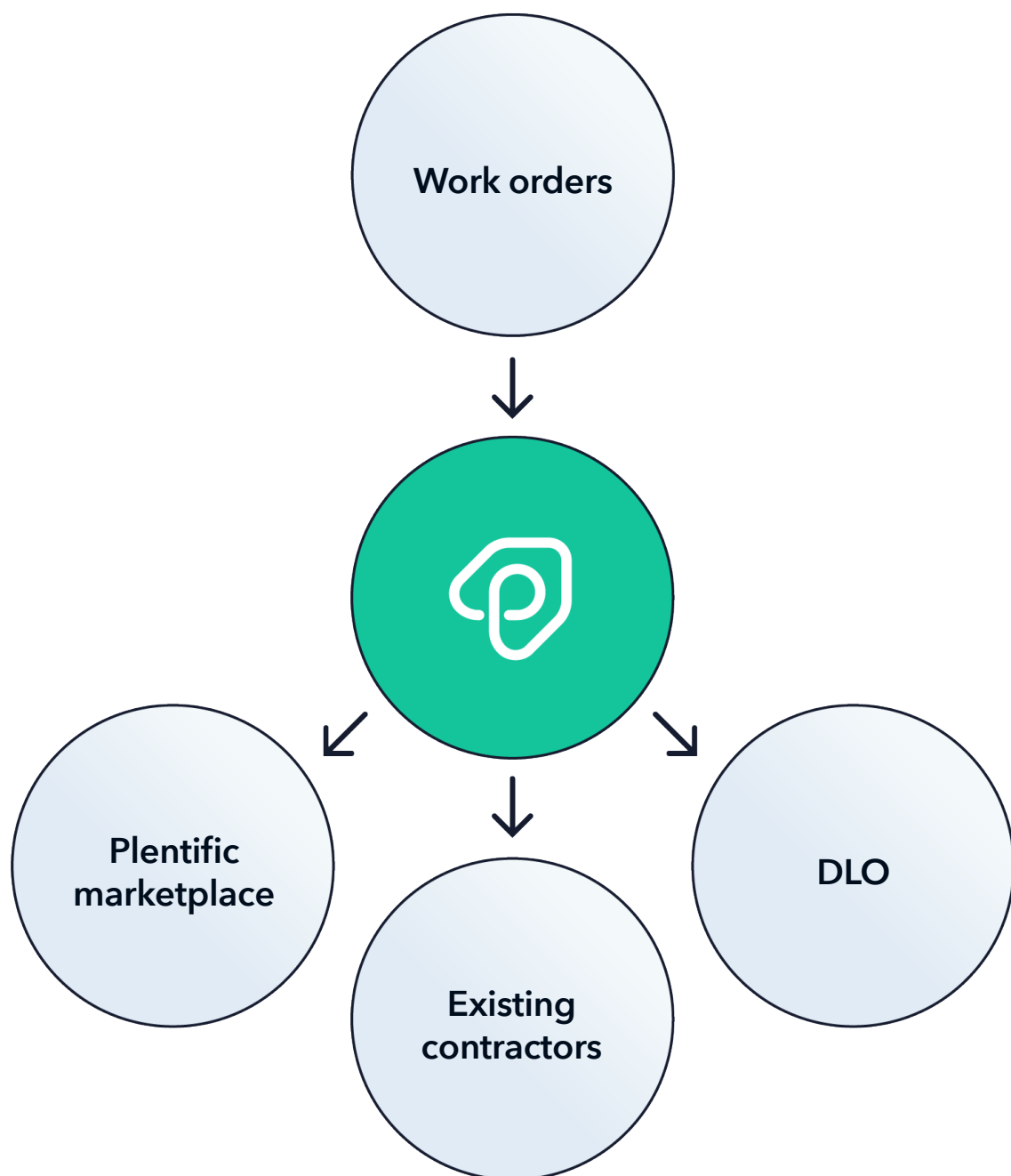
Outcome

Plentific's innovative approach to integrating with NHG's DLO solution sees DLO teams receive jobs through the Plentific platform. This allows overflow to be routed to the open market, improving turnaround times and reducing a backlog of cases.

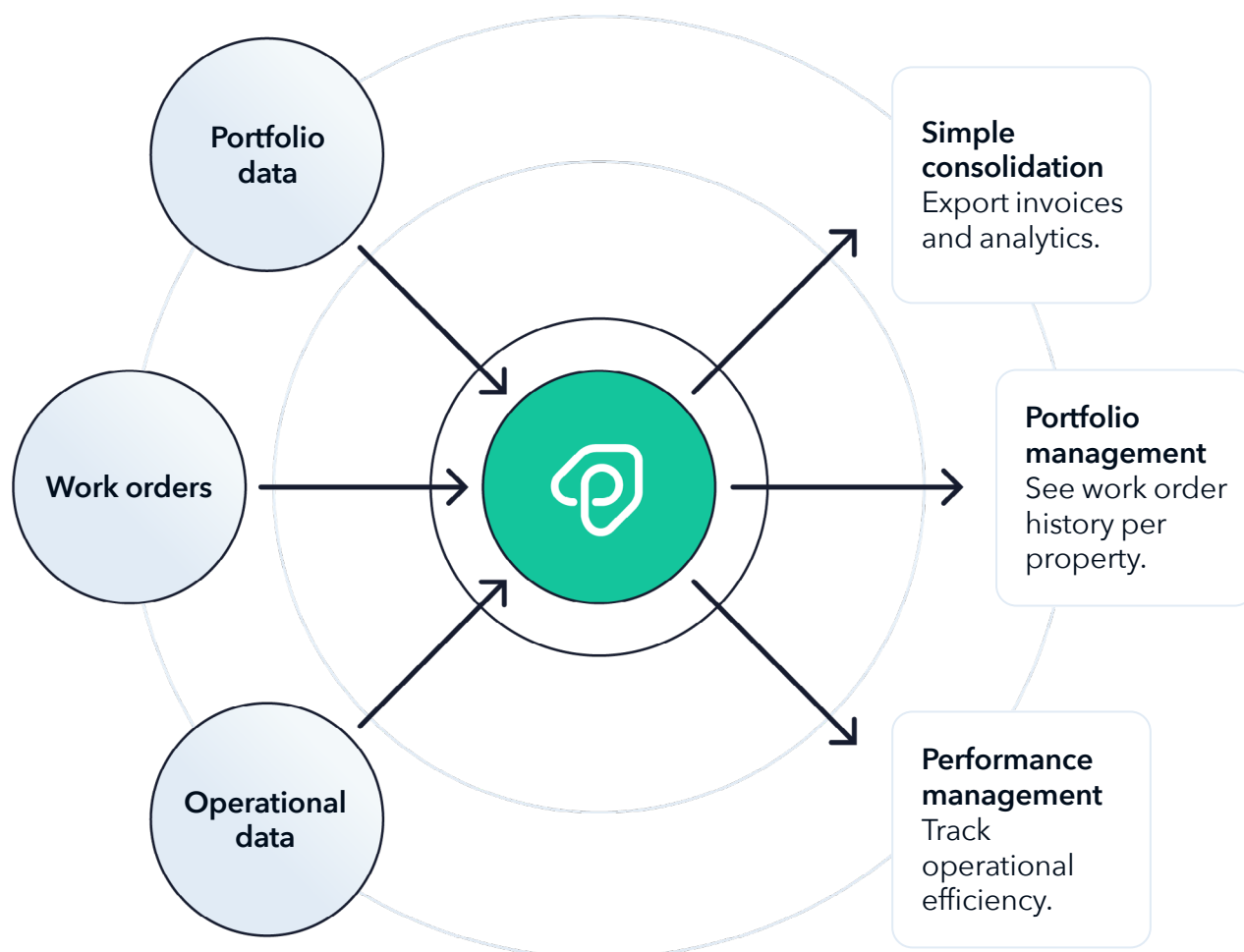
As an example, NHG's DLO operated seamlessly alongside 487 trade businesses sourced from Plentific's dedicated marketplace of local contractors in FY19/20.



NHG now has the ability to offer greater opportunities for local independent professionals and Tier-1 partners alike. This has helped support not only residents but contractors in time of need - the platform has provided a valuable tool for professionals laid off as a result of Covid-19.



Plentific's close partnership working with NHG has meant residents now have an enhanced repair offer, one that is flexible, reliable, personable and local to them. The platform has also provided a range of performance insights and trends that help realise data driven decisions.



Operational and resident feedback from Notting Hill Genesis.



Andy Belton

COO, Notting Hill Genesis

"Plentific offers a streamlined digital approach for maintaining properties that will save a great deal of valuable time and resources."



Kate Davies

Chief Executive, Notting Hill Genesis

"Each contractor is both verified and insured... We are finding Plentific quicker, cheaper and more convenient for residents."



Lucy Glynn

Director of Temporary Housing,
Notting Hill Genesis

"We've had a really fantastic experience working with the Plentific team. They work at a really fast, energetic pace."



Tenant

Notting Hill Genesis

"Best service I've ever had. I've gone from being on hold for up to an hour, to my call being answered within 2 minutes and the job being done on the same day!"

GET IN TOUCH



Simpler, smarter property repairs, maintenance and management.

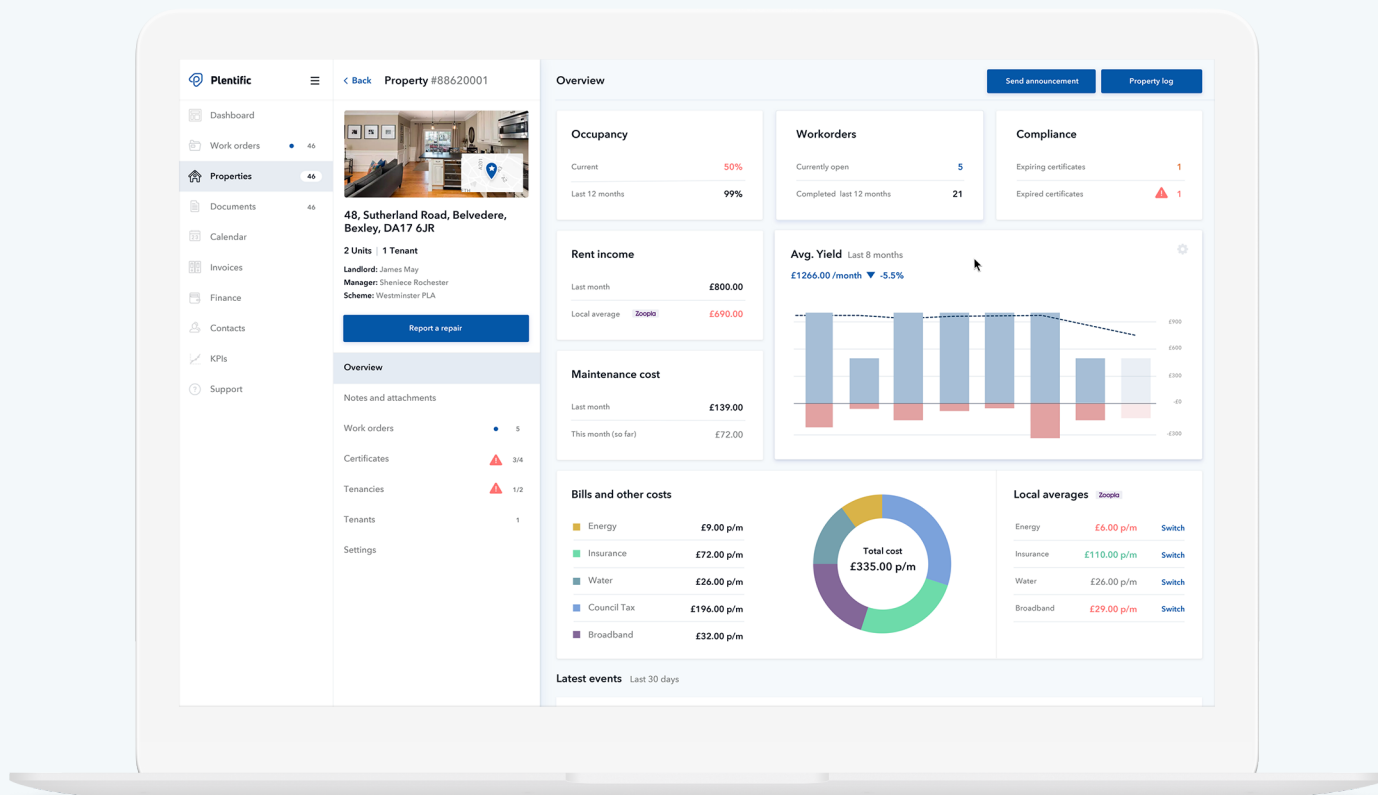
Looking to transform service delivery within your organisation?

Trying to find ways to balance costs and operations?

Looking to use data for better decision making?

If so, we'd love to hear from you.

 plentific.com  0203 880 6738



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