



Key figures

38%

decrease of in-progress jobs (WiP)

86-95%

first time fix rate

16 days

avg. job completion time



Plentific's offering

- Work Order Management
- Supply Chain Solutions: Contractor Marketplace and Bespoke Sourcing
- Reporting and Analytics

Achieving faster response times for repairs to meet growing demand.



Customer background

Hyde provides some of the most affordable homes in London and the southeast, and has done for almost 60 years. As a group led by a not-for-profit charity, they work for the good of their customers. They do this by maintaining and investing in the homes they provide, and building genuinely affordable homes too. Making sure people have a safe, affordable, and comfortable home to be proud of is what drives them and underpins their vision of a great home for everyone.



The challenge

At Hyde, the demand for repairs surged rapidly post-pandemic, with the number of responsive repairs increasing to 4.3 per home in 2024.

Facing more than 300 repair requests daily in London alone, the high volume of repairs prompted Hyde to seek a partnership with a technology provider experienced in the social housing sector and capable of enhancing their business KPIs. With challenging work-in-progress job targets and a keen desire to increase service delivery for their customers, Hyde partnered with Plentific in 2023.



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“The concept of Plentific sounded very simple and clever to me. Since we started working together, we’ve managed to reduce the number of in-progress jobs by 38%, partly due to gradually increasing the number of jobs dispatched to contractors from 20% to over 40%.”

- Steve Austin, Head of Property Maintenance at Hyde



Effective Supply Chain Solutions

Before 2023, Hyde directed approximately 80% of repairs to their DLO (in-house repairs team) and only 20% to contractors. However, with direct access to Plentific’s pool of verified contractors, Hyde has shifted to a model where an increasing number of jobs are awarded to external contractors.

“We used to handle all the quick jobs in-house and outsource major repairs, but have changed this so tasks like plumbing and carpentry go straight to Plentific. We now focus on major repairs in-house, safe in the knowledge that the smaller jobs are turned around quickly through Plentific.” said Steve Austin, Head of Property Maintenance at Hyde.

This new model helps Hyde avoid losing jobs due to lack of access, which often leads to complaints. With more jobs being dispatched through Plentific’s marketplace, Steve also noticed that the number of complaints hasn’t risen, indicating that the level of service is prompt and high-quality.



Bespoke Contractor Sourcing

For many housing providers, including Hyde, one of the most pressing issues is effectively addressing damp and mould. Through Plentific’s Bespoke Contractor Sourcing solution, 17 specialised contractors were mobilised based on a fixed rate and began working on the most urgent jobs within two weeks. A custom no-access policy was also implemented, ensuring that all jobs were handled smoothly and effectively.

Moreover, with Plentific’s assistance, Hyde trained five contractors on effectively conducting inspections for damp and mould issues. This ensured not only that the problem was kept under control but also that Hyde was prepared for the future with the right data at their fingertips to maintain safe housing for 100,000 residents.



The results

With more than 1,400 damp and mould inspections and treatments managed through Plentific, Hyde achieved first-time fix rates of 95% for inspections and 86% for mould treatments. The completion time for mould treatments, from assignment to completion, was reduced to an impressive 16 days, with a goal of further reducing it to just 10 days.

"We've worked with Plentific since July 2023, and it's given us access to a much wider pool of small and medium-sized enterprises in London and Kent. We originally intended to just work some of our damp and mould works through the platform, but by 2024, it was pump-primed for responsive jobs."

"We got our WiP down to 4,400 jobs in June. So far in 2024, we've completed 45,000 repairs – 8,000 more than the same period last year. And it's working. Our latest overall satisfaction with repairs figure was 82.4% in April, compared with 75.7% in April 2023." - Mark Batchelor, Director of Property Services at Hyde.