

# Make your business work more effectively with our reliable network

Find out how we helped Wheatley Group become more efficient



Together we can  
**vodafone**  
business



# Making homes and lives better

Wheatley is Scotland's leading housing, care and property-management group, the UK's biggest developer of homes for social rent and one of the country's best-accredited organisations. In 2018, Wheatley owned or managed over 79,100 homes and built 748 new homes, with thousands more in the pipeline. It provided care and support to 7,500 people and helped 11,000 people through its charitable trust, the Wheatley Foundation. With Wheatley staff working in the field and providing a range of services to customers in their homes, Wheatley worked with Vodafone to implement a solution to enable staff to work more effectively.



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**David MacKenzie**  
Managing Director of Cube  
Wheatley Group

## The Challenge

### Time and money

The main objective for Wheatley Group is to provide safe, warm and affordable housing for customers, which includes developing and delivering homes across the West, Central and East of Scotland.

Wheatley also provide a range of services to tenants, including advice and assistance with bills, maintenance, repairs and living independently. “Giving customers the keys to their new house is a fantastic thing to do in our field of work,” says David MacKenzie, Managing Director of Cube Housing Association, and part of the Wheatley Group. “We also supply a wide range of services that are bespoke to our individual customers, to help people live fantastic lives within their homes.” Because every customer has different requirements, housing officers spend much of their time inside tenants' homes, or on the road between visits. Managing up to 200 tenancies within their geographical patch, officers need to be able to help tenants with various

services, and update changing information on the go. “It is tremendously important for our housing officers to communicate effectively with customers,” says David. “They need to be able to provide a wide range of services and give as much support and assistance as possible, to deliver an outcome for customers there and then.” One challenge with home visits is customers not being in, or housing officers not having the correct documents when at a tenant's property. “In the past, we found there was wasted time for our staff,” says David. “Having to repeat visits because they wouldn't know what the job was going to be or coming back to the office to get documents and then having to make a repeat visit. We were spending a lot of time and losing money in our old way of working.”

## The Solution

### Vodafone connectivity and iPad

Wheatley Group wanted to bring technology to the forefront of the housing officers' role, allowing them to schedule appointments and work with customers in their homes. They started plans for a service called "Go Mobile" and began talks with Vodafone to find a suitable solution to run the service, as well as a range of applications for housing officers to use. "We were looking for a product that would be easy for any member of staff to use," explains David. "The relationship with Vodafone was based on being able to provide something that could do more for us and our customers, than anything in the past." Working together, Wheatley and Vodafone undertook a discovery session at Vodafone's offices and iPad was chosen as the best device for the housing officers. "Vodafone reacted to every request we had and provided the exact product we were looking for," says David. "Effectively every iPad now has the "Go Mobile" application on it, as well as a wide range of other applications that housing officers can use." Chosen for its ease of use and versatility, iPad was rolled out to all 300 of Wheatley's housing officers across Scotland.

"It was a fantastic roll-out," says David. "Really well structured, prepared and planned, and a lot of the early work with Vodafone understanding our needs, was critical to that." Using the "Go Mobile" service and iPad allows housing officers to go into customers' homes and access Wheatley's main frame system, so they can carry out the same tasks they can do in the office. "We wanted to enable housing officers to get closer to customers," says David. "And not to have to worry about starting their day at head office or coming back to file paperwork."

## Why Vodafone

- Vodafone connectivity enables officers to get to the information they need instantly, and deliver outcomes for customers right away.
- Continued use should improve productivity, reduce timescales for selected KPIs and increase customer satisfaction.

## The Benefit

### Putting a smile on customers' faces

With an easy to use device and access to all the services they need, Wheatley's housing officers are seeing huge benefits from working with Vodafone. They can schedule appointments with tenants, sign customers up to new services, advise on reducing utility bills, diagnose and arrange housing repairs, and enhance tenants' digital skills.

They are also able to encourage customers to sign up to self-service, where they can access online services. "Having a reliable service offering within a customer's home makes their job an awful lot easier," says David. "We are able to do so much more, and it's changed the whole dynamic of our conversation with the customer and put a smile on the customers' face." Housing officers can now visit tenants with all the information they need at their fingertips; without reams of paperwork, or the need to go back to the office and make repeat visits. And using Vodafone's connectivity, they can always access the services they need, and get results for customers right away. "Partnering with Vodafone is a critical part of our service offering," says David. "Having a reliable network like Vodafone is fantastic, because it allows us to deliver the type of service that we want to deliver, and that customers expect from us."

The feedback from staff and customers has solidified the success of the roll-out for Wheatley, with staff enjoying the "freedom" the solution gives them, and customers getting a more personalised service that's helping make their lives easier. "We think it is sector leading within the housing world," concludes David. "We are reaping the benefits from those early conversations with Vodafone and it's been a fantastic outcome. We expect to improve productivity, reduce timescales for some of our KPI's and increase customer satisfaction."

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## Wheatley Group

Wheatley is Scotland's leading housing, care and property-management group.

[www.wheatley-group.com](http://www.wheatley-group.com)

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