



## Alexander Sloan launches first mobile app for RSLs in Scotland

Chartered accountants Alexander Sloan have just launched the first mobile app aimed exclusively at housing providers in Scotland. The free RSL App can be downloaded from Alexander Sloan's website, and links direct to the companies blogs and their guide to component accounting.

The company said that the app is unlike any other because it is RSL-specific, and focused on

the issues and areas of interest that affect RSL in Scotland. The app is mainly intended to help to directors, management and staff in Scottish housing providers remain fully cognisant with the implications of component accounting and FRS102.

## 1st Touch announces its 2013 award winners

Mobile working software provider 1st Touch has announced its housing awards for 2013, based on how some of its customers have used its software. The winners were:

- Success award: based on outstanding benefits and return on investment gained from mobile technology implementation and roll-out, won by South Yorkshire Housing based on it completing an extra 1,200 jobs in 12 months an saving £240,000.
- Enterprise award: based on the greatest number of 1st Touch applications implemented or used by multiple mobile teams, won by Amicus Horizon.
- Innovation award: based on the most innovative use of 1st Touch software, jointly won by North Lincolnshire Homes as first adopters of 1st Touch software on iPads and Affinity Sutton as an early adopter of the 1st Touch caretaker module on the Android platform.



## From paper to iPad at Golden Gates Housing

Golden Gates Housing Trust has replaced its paper-based repairs processes with an iPad-based mobile forms solution from Footprint Solutions. The implementation is as a result of the housing provider's repairs staff increasing from 230 in 2004 to 370 in 2013 and the need to provide more transparent reporting to tenants.

Golden Gates' tenants submit repair requests via a customer contact centre, with the repair requests historically passed to the trade operatives in a paper format. When a service request was fulfilled, the trade operative would often take five or more days to return the service paperwork to the contact centre. During this period, the contact centre staff had no visibility of the status of the request, thereby preventing them from providing any service information to the tenant.

Peter Fitzhenry, director of housing management, Golden Gates Housing Trust,

said, "Our paper-based practices relied heavily upon our contact centre team to process paperwork, but the increased workloads resulting from the investment programme meant that we were forced to look for a paper-free solution."

Golden Gates decided to implement Footprint Solutions' iPad reporting software iForm Pro to provide paper-free service reports. iForm Pro was configured to automate Golden Gates' existing service forms to provide a quick and structured method of collecting information using check boxes, drop-down lists, radio buttons and pre-completed fields. Signatures and photos can also be captured on the iPad and there are built-in areas of forms where users can sketch plans and drawings directly into the form.

Fitzhenry said, "Operatives can now take photos of a site or location and hand draw onto the photo using iForm Pro.

The form is delivered along with all photo attachments, plans and any comments written onto the attached media. This has saved them approximately one hour per operator per day in saved administration time and the solution has saved us a substantial amount of money."

iForm Pro also supports hand-written form filling, providing a fast and convenient method of capturing generic service information such as job comments or customer feedback. The solution converts the hand-written content into data on the device and the operative can review and amend the information before sending it to the service centre in real-time.

Steve Lamb, head of ICT services, Golden Gates Housing Trust, said, "The simplicity of iForm Pro and the fact that it is an integrated device that communicates directly to our contact centre were key to the project's success."