

SYSTEM KEY BENEFITS

Servicesoft Landlord is a comprehensive compliance system specifically designed for the management of Heating and Electrical contracts from a Social Landlords perspective.

Compliance procedures are built into the system as standard including no access procedures and Corgi certificate verification.

Compliance and legislation

Tenant correspondence and photographic evidence are held centrally and accessible in real-time for legal purposes / court proceedings.

The system provides an excellent tool to aid with external audits, helps to show adherence to standards, no access workflow procedures and compliance procedures. The system incorporates current legislation for heating checks and certification.

Electronic integration

Seamless data exchange with the Landlord's housing management systems and contractor's systems. Property alterations, job and appliance details exchange automatically, far less manual administration between all parties and paper based systems are eliminated. Voids processing and Referrals fully automated negating phone calls and email enquiries. Ensures no properties are missed from the annual servicing plan.

Reporting

Immediate central statistics with Key Performance Indicators on reports such as Reactive job responses, access rates, contractor performance to plan and compliance percentage.

Data ownership

The Landlord owns and is in full control of the data. Data is no longer passed from one contractor to another with the potential to lose valuable tenant, appliance and job history.

Corgi CDMS integration

The certification stored is automatically verified by the Corgi CDMS system which provides piece of mind and guarantees validity, ensuring all certificates are checked and compliant.

Contractor benefits (when using Servicesoft Contractor)

Provides transparency of scheduled work and guarantees contractors work efficiently and to one central work list including, periodic inspections, annual services and installation programmes.

Compliance procedures guaranteed due to in built system workflow scheduling, certificate verification and engineer qualification checks.

System and data security

The system is web based and hosted on the Microsoft Azure cloud platform. This provides the highest level of security, protection and guaranteed system up time.

Smart boiler renewal calculator

The system when used with Servicesoft Contractor intelligently calculates boiler replacements which helps plan future investment more cost effectively. It highlights poor performing properties in terms of breakdown cost along with boiler age to more efficiently plan future boiler replacements as opposed to the 'replace after 15-20 years' approach.

Housing Stock Condition module.

When used with Servicesoft Contractor the system can be configured to prompt and store further housing stock information directly from field engineers. This information can range from information such as no. of bedrooms, Tenants Own Electric Cooker, no. of floors or storeys in property, combined kitchen and dining, is there a second bathroom.