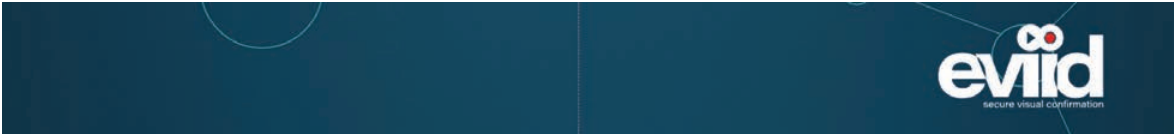




**embracing technology
drives efficiencies**





The housing sector has been slow in the adoption of contemporary communication methods and the many advantages they bring. The pressure to implement efficiencies across operations is great and the need to explore best practice from other sectors is as pragmatic as it is urgent.

At Procure Plus, we have partnered with Eviid to bring video communication to our customers. Recent trials show how the use of evidential video capture and sharing creates up to 15% reductions in void completion timescales. The clarity of information not only accelerates progress whilst reducing costs and snags but also feeds digital asset management and the re-letting process.

Background





How does it work? - it's all in the Cloud

Eviid is a unique, versatile and light-touch video technology. Eviid's unique compression technique allows video to be uploaded at up to 20 times of the speed of a normal video file. The video can then be stored securely and revisited any time. This solution not only allows 'real time' transfer of images, but equally can facilitate live online video chat should further clarity be required.

Brave enough to trial

Barrow-in-Furness Borough Council recently trialled the Eviid technology with particular focus on turning their void properties round in a shorter timescale.

With 2,500 properties in their portfolio and an average of 300+ voids per annum, turning those voids round more quickly leads to increased rental income for the council and more satisfied tenants as they get access to new accommodation sooner.



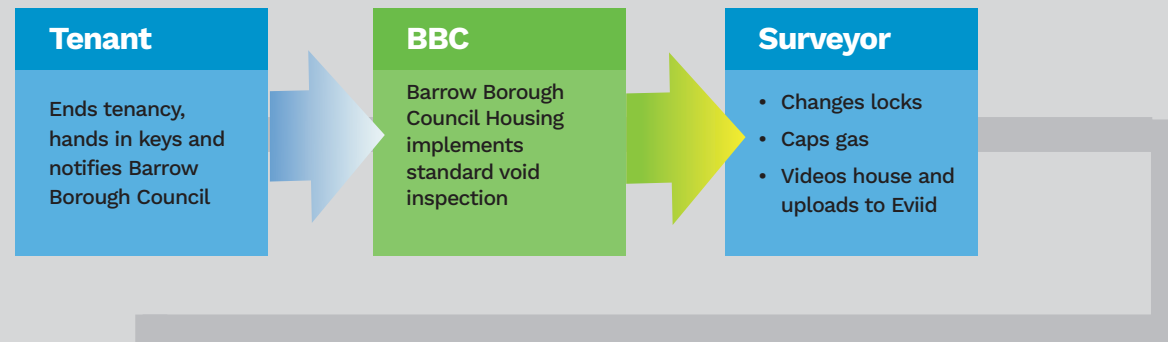
The Trial

Firstly, Barrow Borough Council set out a standard void inspection protocol to ensure they inspect voids in a systematic way that best captures the condition of the property and all of the repairs required. This included undertaking a pre video walk around to mark-up repair items (e.g. walls requiring plastering are highlighted with a virtual marker pen) and to help the surveyor familiarise themselves with the general layout.

Using Eviid they highlight all repairs with voice commentary to provide a description of the work required (e.g. hack off defective plaster to bedroom wall, 2 sqm and renew). The video forms the instruction to the contractor to the extent and nature of the works needed to be undertaken.



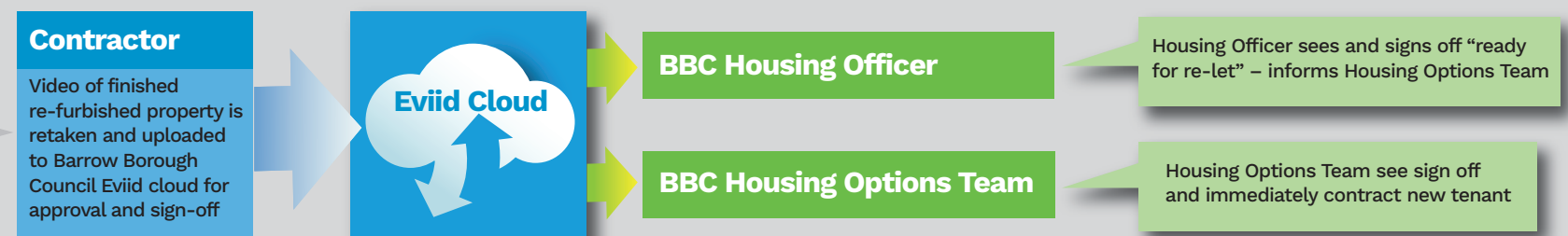
Capturing and sharing video for Voids



Video then shared with all parties to save revisit times



360° video to close out and let B.B.C. know ready to re-let.



So did it work?

Provision of an on-site detailed video walk through provided their contractor with an immediate overview of the condition of the property.

All evidence provided from site (whether that be by Barrow or the Contractor) was 'logged' in relation to time / date / length of video, plus a google earth mapping system confirmed that the information was taken from site and not simply uploaded through another format.

Video commentary provided clear and concise evidence of what works were required prior to providing Barrow with the initial cost model.

Follow on video evidence by the contractor provided Barrow with a detailed log of additional works which could then be authorised immediately.

As this evidence was logged and dated via Eviid, it provided a detailed list of 'all' additional works which could then be cross referenced against the initial cost model, ensuring that when it came to invoicing ALL elements of work were costed.

**Barrow
Borough Council
saw a**

15% reduction
in void completion
timescales.



“

Les Davies, Maintenance & Asset Manager for Barrow Borough Council commented

We are pleased with the Eviid software and the benefits it offers with regard to ease of use and video sharing opportunities. The software provides real time communication between surveyors, housing staff and contractors that reduces necessity for multiple site visits and reduces both delivery costs and void turnaround times.

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But there is more

There are also a number of secondary benefits that included:

- Housing Officers can view the video before offering the property out to potential tenants. This helps identify the layout, suitability and condition of the decoration, kitchen, bathroom etc.
- The post inspection video can help show tenants access arrangements, adaptations and fixtures and fittings without needing to visit site.
- Contractors are more in tune with the works required and can help with resource planning and management.
- Contractors are able to receive a copy of the video and can use Eviid (via PDA's) to capture work variations, completed work standards and final handover videos.
- The video captures a detailed record of the condition of the property at handover rather than a paper record, this is useful evidence for court applications and recharge costs.
- The close out video can also be used by Housing Options to share with prospective new tenants prior to viewing appointment. Eviid's audit process allows the Housing Options department see when and who has viewed the videos.
- The software is used to undertake surveys of communal areas, footpaths and estate management issues.

Procure Plus has entered into a commercial relationship with Eviid that allows their customers to access the Eviid Software for a small licencing fee per device.

Onboarding and set up will be free of charge and supported by Procure Plus's IT department.

“

Chris Dyke (Reallies Shared Service Centre Manager)

commented “We're excited by the possibilities this software opens up for our customers, we believe it's usage on voids is only the tip of its possibilities”

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Procure Plus Holdings Ltd is a founder member of Reallies, a national collaboration to deliver greater efficiency and pricing.



creating value
for our communities

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