

Onward Case Study

Onward is a leading provider of over 35,000 quality, affordable homes for rent and sale in the North West.

They believe everyone deserves a place to call their own, which is why they are committed to building more new homes throughout the North West for those in housing need. Their vision is more than just to provide a roof over their customers' heads, they offer help and support to vulnerable people facing a range of challenges, and create strong and vibrant communities, to make a difference.



Results

25K+

checked
gas safety records

£50K*

savings gained
* approximate

20%

improvement
in gas compliance

Challenges

With over 25,000 gas responsible properties to manage, our compliance teams spent a lot of time manually checking certificates.

When we heard that there was a new piece of software that could help us ensure we were meeting all regulatory requirements by highlighting non-compliance automatically we thought we would give it a try.

instant

After uploading 25,132 Landlord Gas Safety Records, the software instantly flagged any 'non-compliant' documents.

efficient

The Gas Compliance Officer could then review this certificate and identify why it had failed, and arrange for remedial measures to be carried out if required.

guarantee

With an automated link to our Housing Management System Orchard and a process in place that sends compliant documents that have been through the software to the printers we can guarantee that our customers receive a compliant certificate.

We would definitely recommend the software system

The Benefits

The implementation process was smooth and pain-free. The customer service has been excellent with the help-desk always at hand to provide guidance when required.

The benefits include;

- Significant reduced remedial rectification times as documents undergo a QA process instantly and can be returned to the contractor the same day if there are any areas of concern
- Improved contractor performance management with the ability to cross reference the contractor's training matrix with engineers working on their assets
- Paperless system with no more certificates lying around on desks waiting to be checked. With the manual handling taken out of the equation, it has taken out room for human error.
- It has allowed us to analysis of large quantities of data and removes the need for manual processing saving time.

We are now in the process of uploading our electrical certificates and we are excited about the benefits this can produce for the organisation, in addition we are looking forward to leaning more about the fire module.

We would definitely recommend the software system for managing gas certification. The system itself is easy to use and the customer service team are fantastic.

We can't wait to see the benefits we can gain with our electrical documents.

David Mason

Compliance Manager, Onward