



Just Housing Group

Our Unique Approach to Reducing the Cost of Repairs

Repairs services continue to be the greatest source of expenditure in the social housing sector.

How can we help?

Just Housing Group has introduced an innovative approach to looking at repairs from a different angle. We focus on what is driving the demand for repairs.

Working alongside our clients we understand which of their tenants are making the greatest demands on the responsive repairs service in order to further implement steps to change tenant behaviour.

The results: A reduced demand for repairs, resulting in significant financial savings and increased efficiencies.



Using tried and tested behavioural insights, Just Housing Group can help social housing providers to significantly reduce their tenants demands resulting in significant savings.

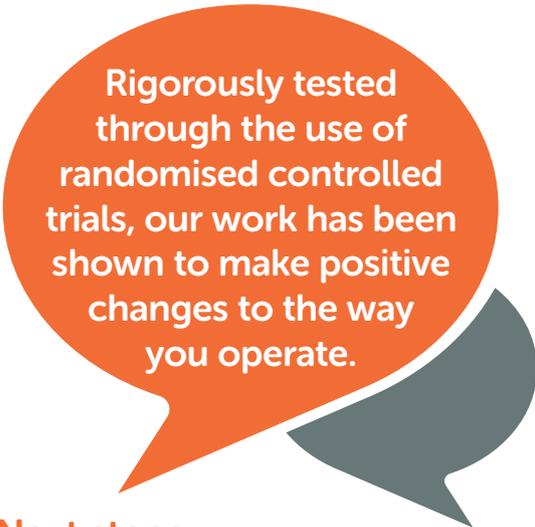
How we do it:

- Analyse your repairs spend (and other expenditure if you wish) per tenancy
- Deliver a hierarchy of the most 'costly' tenants – those tenants creating greatest demand
- Overlay this with your asset management data (stock condition survey) to identify anomalies i.e. where the stock condition data would not usually drive the level of demand you are seeing
- Using your tenant insight, look for any segments or clusters against a range of variables agreed with you
- Work with you, and your tenants, using behaviour change intervention and design solutions to reduce demand
- Re-analyse your repairs spend after the new techniques have been in the field for a pre-determined length of time.

What returns can you expect?

Our unique approach has proven to:

- Reduce landlord expenditure
- Encourage property respect
- Lead to greater relationships between tenants and landlords
- Target behaviours that commonly cause problems
- Improve performance.



Rigorously tested through the use of randomised controlled trials, our work has been shown to make positive changes to the way you operate.

Next steps

We offer a range of workshops, projects and presentations to help our clients to improve the efficiency of their repairs service through plotting existing repairs and reporting pathways allowing us to create project plans and implement a tailored response.

Working with JHG, you can expect the collective advice and experience from a range of Nudge experts specialising in research, analysis and intervention design.

Our repairs services courses start from just £1500, plus VAT

Want to know more about how Just Housing Group's unique approach can reduce an organisation's demand in repairs?

Call today on 020 7055-8920.



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