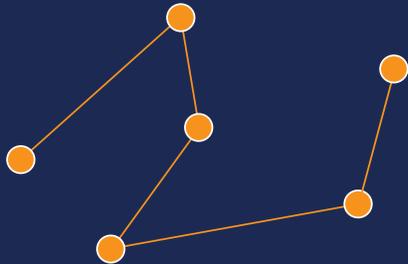


HACT 
**UK housing
data
standard**
(powered by OSCRE)



HOW TO MAKE EVERY
CONTACT
COUNT

COMPLAINTS & RESIDENT FEEDBACK
DATA STANDARD



“HACT has done valuable work around future digital thinking and best practice.

Housing associations should invest as a sector in developing bespoke digital solutions. The costs of digital change will be ongoing, very substantial and better shared. Leadership is needed to create ‘coalitions of interest’ and establish ‘big data’ priorities and exercises to support improvements in service development to residents. But these will stand or fall on the quality of the data they are based on.”

(Future Shape of the Sector Commission, 2018)

Are your residents’ voices being heard?

The Hackitt Review and the Green Paper.

The realities of Covid-19 and the shift towards digital delivery.

The new Complaints Handling Code.

Our relationship with our residents has never been so critical. And the data we collect and collate from these relationships has to be right.

This autumn, we will start developing data standards for complaints and resident feedback. Both are critical drivers for business improvement.

Be an organisation at the forefront of digital innovation.

So you can make every contact count.



“It is our firm conviction that this collaboration is not only good for the

housing sector, but also delivers real value for the participants. We are convinced that the standards are facilitating our drive to deliver housing and services better, faster and at lower cost.”

(Spokesperson, L&Q)

“We are delighted to be involved in this ground breaking project.”

(Cllr Meric Apak, LB Camden's Cabinet

Member for Better Homes)

The business benefits

The complaints and resident feedback data standard will:

- enable a more customer-centric process;
- reduce wait times and resource requirements;
- provide greater understanding on the root causes of service delivery failures;
- improve business insights and service transformation;
- increase customer satisfaction.

For just £5,000, you can be part of this exciting initiative.

For further information, please contact Rob Wray:

rob.wray@hact.org.uk



The UK Housing Data Standards have been downloaded over 900 times,

and have been implemented operationally by partners in some form over 300 times.

The three versions we've released thus far have been co-designed by over 70 investor partners from across the country, large and small.

The UK Housing Data Standards are also supported by numerous software suppliers working with the social housing sector.

Join the movement

Supporters of the UK Housing Data Standards:

Accent • Acis • Aldwyck • Alliance Homes • Alpha • Alpha Housing • Arawak Waldon • Arcon • Aster • B3 Living • BPHA • Bromford • Bolton at Home • Bury • Caledonia Housing • Catalyst • CentrePoint • CHP • Citizen • CityWest Homes • Clanmill • Clarion • Cobalt Housing • Colne Housing Society • Coastline • Curo Group • EMH • Equity Housing Group • Estuary Housing • Forviva • First Choice Homes Oldham • Gateway • Genesis • Gentoo • Great Places • Golding Homes • Hafod • Halton • Hackney • Hanover • Hyde • Irwell Valley • Jigsaw • Jonny Johnson • Karbon Homes • Kingston • Lambeth • LB of Hackney • Live West • L&Q • Local Space • Linc • Lewisham Homes • Look Ahead • Magna • Macai • Magenta Group • Midland Heart • Morgan Sindall • MSV • MTVH • Muir Group • Northwards • Network • Newham • NHC • NHG • North Star • Notting Hill Housing Group • Octavia • One Manchester • One Housing Group • Onward Homes • Optivo • Orbit • Orchard • Origin • Peabody • Places for People • Platform • Plus Dane • Poplar Harca • Pobl • Prima Group • Rackspace • Raven • Radian • Red Kite • Regenda Group • Richmond Housing Partnership • Riverside • Rochdale Boroughwide • Housing • Rooftop • Saffron • Salix Homes • Settle • Shepherds Bush • Six Town Housing • SLH Group • South Yorkshire HA • Southern Housing • Southside • Southway Housing Trust • Sovereign • Sovini • Spectrum • Stockport Homes • Stonewater • Tai Calon • Thrive • Together Housing • Torus • Trafford • Trust Housing (Scotland) • Valley to Coast • Vivid • Wales & West • Wythenshawe • Wandle • Waterloo • Weaver Vale • West Way • Wheatley • Wigan & Leigh Homes • Yarlinton • Yorkshire Coast • Your Housing Group • Yorkshire Housing • Aaeron • Hitachi Solutions • Housemark • Property • Manifest • M3 • Pilon • SDS • Semarchy • Unboxed • Verse One