

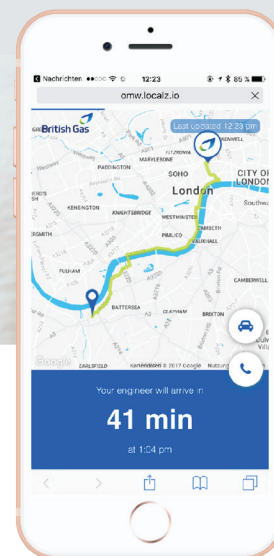
# Giving Tenants Confidence Around Appointments

Housing Associations can gain valuable oversight of their operations and give service transparency to tenants with real-time messaging and 'on my way' tracking. With an average failed appointment rate of 12% and a typical cost of £65, no access is causing a financial burden.

**Real-time communications reduce time wasted and save costs incurred associated with these failed appointments.**



Localz "on my way" solution provides transparency by giving customers access to real-time location tracking when the operative is en route. Accurate ETAs are provided, which take live traffic conditions into account. **65% of consumers say that viewing their service provider's ETA is the most important feature on a service provider's mobile app.**



## Benefits for Housing Associations using Localz

### Increase first-time access rates by up to 20%

Providing day of service messages and real-time tracking for your tenants enables them to plan their day to be home. Real-time reminders reduce no access rates and dwell time.

### Decrease call-centre operation costs by reducing "where's my operative?" calls

Keeping tenants notified on the day of service reduces incoming calls. Tenants can use 2-way messaging and tracking to communicate with their operative.

### Provide visibility and control to tenants on the day of service

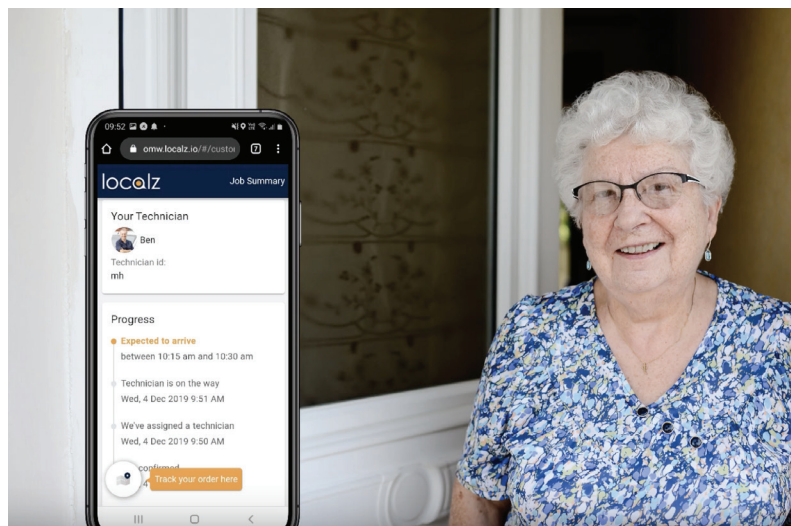
Tenants expectations are set by Uber and delivery apps. 65% want to track their service on a live map with real-time updates.

## Track, Chat and Check

Localz is making a difference in addressing customer concerns on The Day of Service. A repairs appointment causes anxiety and stress for tenants.

The concern is caused by not knowing:

- **Who is coming, is it safe to open the door?**
- **Will I be able to get to the door in time?**
- **What work are they going to do?**
- **What time are they coming?**



**Localz's 'On My Way' solution addresses these concerns by providing information about who is coming, including a photo, vehicle registration and optional unique code for verification.**

Two-way communication with the person who is coming to the property enables the sharing of information about the job and useful access hints ("doorbell broken, please knock loudly").

Location-based communications providing a map and an accurate arrival time. The ability to give feedback after job completion enables customer service to address problems.

## Who is Localz?

Localz continues to drive innovation in the social housing sector. The integration of our "On my way" technology into leading scheduling and mobile solutions provides increased productivity savings and great customer experience for tenants.

Localz' client portfolio already includes the largest UK energy provider, British Gas, who achieved a 19% increase in the first-time access rate of their engineers through the Localz platform.



## Housing clients include:



**Talk to Localz.**

Let's get in touch. [Visit localz.com](https://www.localz.com)

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