

# Muir Group Housing Association

# Social Housing

## Case Study

### Client Profile

Muir Group Housing Association own and manage more than 5,500 homes across the country. They provide a diverse range of housing solutions and associated services to meet the needs of existing and potential tenants.

- **Industry:** Social Housing
- Est 1968, locations across the UK
- 170 staff managing a portfolio of around 5,500 tenants
- **Department:** Housing Officers, Income Management, Customer Services, Administration Team, Maintenance Department



### Muir's Process

With an average of 1,000 documents flowing through the business on a weekly basis, staff require immediate access to documents and data including property and tenant details, rental agreements, new applicants, new building projects, photos, architectural plans, repair maintenance bills, gas company certificates and legal notices.

Muir required better control of their data as it was clear that the time spent searching for required paperwork slowed down productivity. The communication between sites wasn't efficient with staff not knowing where to find the latest documents. In line with Data Protection, documents have to be retained for 7 years, leading Muir to consider costly offsite storage. It became clear there wouldn't be enough benefit for the cost so they looked at digital options.

## Background

Muir Group Housing Association Limited is registered under the Co-operative and Community Benefit Societies Act 2014 and a Registered Provider under the Housing Regeneration Act 2008 – authorised and regulated by the Financial Conduct Authority. Muir is also regulated by the Housing Communities Agency and is a member of The National Housing Federation. In a heavily regulated industry, compliance is essential and being able to demonstrate this easily is a huge advantage.

Muir's system was largely paper based with various departments requiring access to the same documents. It was identified that they needed better control of their data and the best way forward would be to introduce The DocTech Solution to link the documents with their housing management system. Muir needed a solution that would centralise all information and control the workflow around the organisation. They also required clear audit trails and a workflow history of tenants.

DocTech and Muir's Technical Managers identified the benefit and the Return on Investment that a digital document management solution could bring.

## Objectives

- Staff to have direct and simultaneous access to all the documents and information they need in a secure way
- Mobile working for staff
- Centralised and transparent workflow
- Ability for tenants to access information in real time
- Improved internal and external audit processes

## Solution

DocTech worked with Muir for two days, scoping and drawing up bespoke workflows to streamline their business processes, before targets were set for the installation.

Muir required all paper documents and emails across each department to be scanned, captured and stored in a centralised document repository. This would give staff access to up-to-date information at the same time. Now all paper documents are destroyed as soon as they have been scanned. Muir now has over 1 million documents stored in the system. 6,000 rent review letters are now processed which has reduced printing and postage costs. Staff have seen a time saving of 50%. They no longer need to print paperwork and the ability to scan in and access information from their tablets means they don't need to return to the office to process tenant information.

## Process

Documents are uploaded to/from tablets by housing officers whilst on site visits. Emails from suppliers, contractors, council, tenants are automatically recognised and filed away.

The system captures key information contained within a document or email. It automatically indexes the data and stores it into the correct folder in the centralised document repository using specific indexing.

Efficient communication and collaboration between staff and tenants.

Every member of staff is assigned the right to control their own documents within the system, creating a streamlined and efficient workflow process.

## DocTech Solution

Muir allocated two members of staff to take responsibility during the roll out of the system. They were able to manage this alongside their normal work so there was little or no disruption. They appointed the Technical Manager as the Project Lead. Targets were set for the installation of The DocTech Solution following a roadmap and planning session. Staff were shown how to use the system during the training sessions and all new members of staff are now trained to use the system as part of their induction.

**“Staff find it much easier to search for and retrieve documents and have seen a huge improvement in communication and efficiencies across all departments. Staff morale has increased significantly due to improved processes”.**

Technical Manager, Muir Group HA

## Benefits

Muir has seen a significant improvement in staff morale since implementing the software, as staff can easily store and retrieve documents without having to leave their desks. Tenants are now able to scan in documents and access data through the active web based solution. Communication across all sites has vastly improved as staff are able to access the same information. The system has allowed staff to track and follow the history of a tenant and property with ease. Process times have improved as a result and staff are providing well informed advice which has significantly enhanced customer service and trust.

Muir can successfully handle a larger volume of tenant queries with the system in place as they are more efficient with their tenant processes. Since implementing the software, processes have significantly changed with a more structured transparent workflow and with greater control over where documents are stored. Building and maintenance measures can be more easily monitored and controlled, and maintenance staff can complete sign-offs on site. There has also been a significant reduction in filing and storage space, with this space being utilised for alternative purposes.

## ROI

Muir have realised an immediate ROI. This is evident in staff time by not having to print off documentation as their tenancy portfolio increases.

Although it is difficult to quantify the return on the reduced storage space and postage costs, The DocTech Solution has helped Muir to achieve their business goals.

Muir is a highly reputable housing association in Cheshire and The DocTech Solution fitted in well with their future business growth plans. They strive to embrace the latest technology while meeting the requirements of The Housing Communities Association, The Financial Conduct Authority and The Data Protection Act.

## About DocTech

DocTech is a leading provider of document management technologies and services, with clients throughout the UK and Ireland, varying in industry type, size and requirement. The system we provide enables clients to store, manage and share documents from one central location, speeding up retrieval times whilst maintaining high levels of security - ensuring maximum compliance with industry and government regulations. DocTech Solutions have enabled hundreds of companies to improve their business process performance, saving valuable time, money and staff costs.

DocTech has a wealth of experience within Social Housing. We can help you evaluate your current document management situation and related costs, assess your needs and develop managed solutions that support your goals.

Installations involve qualified IT Engineers and System Architects, all at hand to offer a technical consultancy to assist with your specific system requirement. We offer consultancy on all matters relating to the implementation of your document management solution.

Muir now has more control over their information and documents. The DocTech Solution has created a seamless and clear business process, saving them large amounts of time and costs. Muir has seen a huge increase in productivity and cashflow and are looking at rolling out the software into their HR and accounting departments.

No matter where you are on your data transformation journey, we can help.

**For further information on how DocTech can improve processes for your organisation, please contact a member of the team on [0161 667 3390](tel:01616673390) or email [sales@doctech.co.uk](mailto:sales@doctech.co.uk).**

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