


**DON'T
MAKE
TOUGH
TIMES
TOUGHER**

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WestKent

Places to live. Space to grow.



Income Recovery

- High performing income collection history
- Covid Impact - Risk of Income Loss
- Customer Contact & Concern Up
- Court Closures and Coronavirus Act
- NHF Good Practice

WE ARE **HERE** TO HELP

**MAKE
RENT A
PRIORITY.**

- **Systems and process changes**



**KEEP
TALKING
TO US.**

- **Communications and Customer Support**

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Income Campaign

- With residents we designed and shaped new campaign
- Online consultation event - 1st one via Teams



“What you’re doing is brilliant, you’re keeping residents’ fears at bay. It really shows you’re there for people and you care.”

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We also have six other elements to the campaign:

- Pay what you can
- Make sure you claim
- Use Universal Credit advances wisely
- Talk to us if you're feeling overwhelmed
- Lost your job? We can help
- <https://www.westkent.org/rentcampaign/>

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Beyond Lockdown

- Weekly and Monthly Tracking – KPIs and Customer Insight
- Maintaining consistent differential of <0.6% each week compared to previous year
- Cont'd recruitment and induction to grow income recovery and financial well being services
- Strategic ambition <8 weeks arrears
- Ready for future “waves”

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Augmented Reality

Challenges

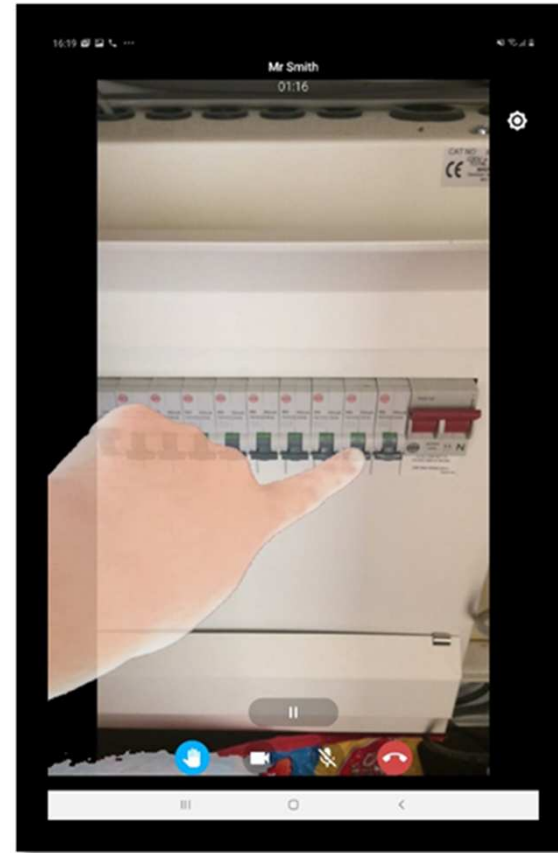
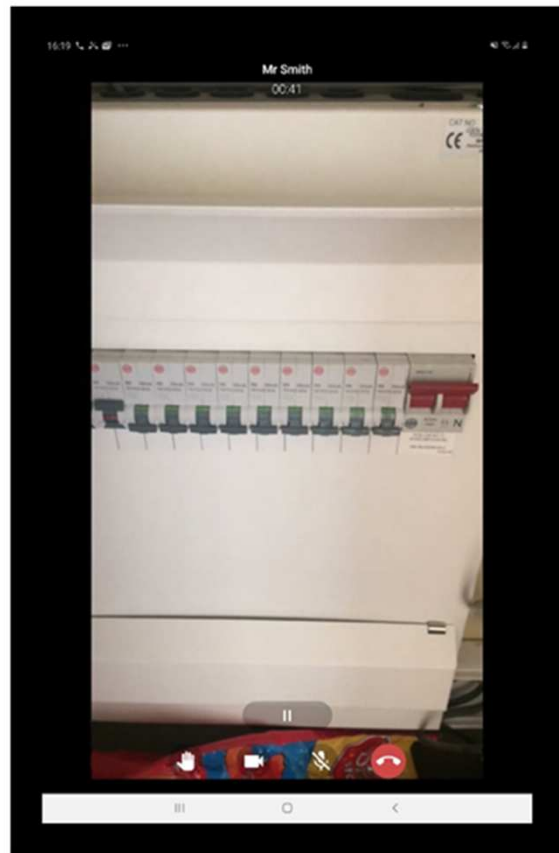
- Reducing unnecessary face to face interaction
- Reducing backlog jobs following lockdown.
- Inconvenience to tenants waiting in for operatives, when they are eager to get back to work
- Environmental impact in providing support.

Augmented Reality

Solution

- Making best use of operative time, even those that are self-isolating at home.
- Remote diagnosis of faults, reducing the time spent onsite.
- Removing the need for unnecessary travel.
- Remote determination of materials required, enabling first time fix.
- Remote resolution of simple faults,

Augmented Reality



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