INFINITY GROUP

NORTH STAR

BRIK HOUSING_

**Saving Time and Going Green:
North Star Housing Group's Success with
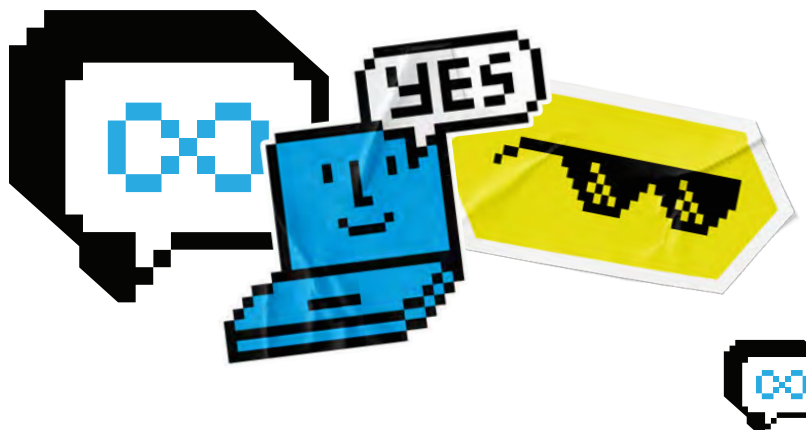the BRIKHousing Compliance Module_**

01
About North Star_

At North Star Housing Group located in the North East of England, their core mission is to offer affordable, high-quality housing to a variety of communities.

North Star Housing looks after over 4,000 properties with a dedicated Compliance Team made up of a manager, surveyor, and two administrators. Before this transformation project, each assistant was spending up to 26 hours a week just on manual tasks like uploading, checking, and logging details from compliance certificates.

North Star were using a traditional housing management system that was not delivering sufficient benefits and a new solution to match the ambitions of the business was needed. This is where we stepped in with BRIKHousing - a modular approach to housing management.
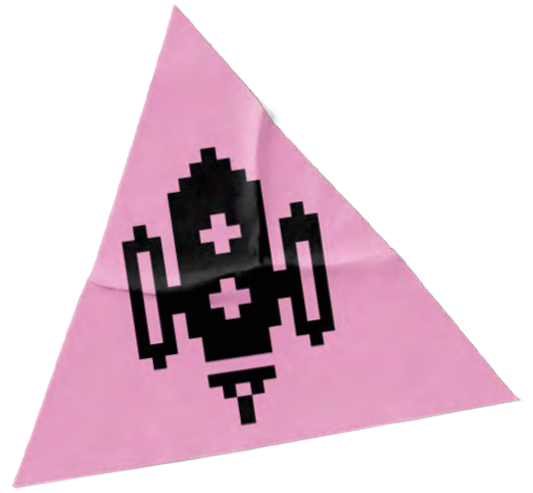
02
The challenge_

Previously North Star was grappling with outdated processes tied to Capita Open Housing, especially cumbersome were the challenges around managing property asset compliance. Managing gas safety certificates was a labor-intensive process involving manual verification and data entry, which was not only time-consuming but also prone to errors. This impacted their ability to balance meeting compliance requirements with maintaining operational efficiency.

Angela Lockwood, Chief Executive: "We were up against much bigger organizations with a lot more resources, so to come away with a bronze award was a source of great pride because it's another example of us punching above our weight."
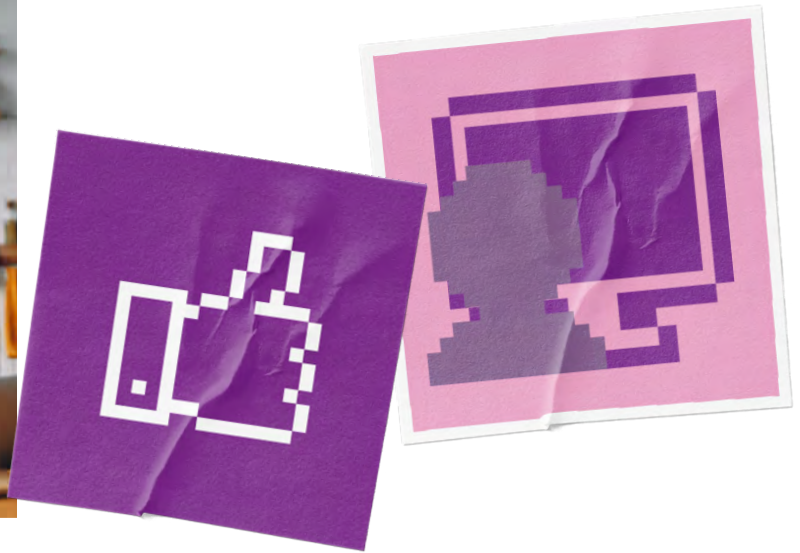
03
The transformation_

The upgrade to Microsoft Dynamics and the BRIK Housing Compliance Module was a game changer for North Star, now compliance certificate processing and job management could be handled faster and with a greater degree of accuracy.

Sean Lawless, Assistant Director of Technology and Innovation: "By automating and refining the certification process through AI, we have achieved notable efficiency gains, setting a benchmark for leveraging BRIK Housing's knowledge of cutting-edge technology to ensure accuracy and compliance across all our property stock"

04
The solution_

The newly introduced AI-powered compliance module revolutionised North Star's approach to managing complaince. With AI checking signatures and dates and passing validated data extracted from certificates to Microsoft Dynamics automatically, the solution significantly reduced manual administrative tasks, expedited the certification process and also ensured accuracy and compliance with industry standards. This means less paperwork, fewer errors, and more time for North Star's team to focus on serving their community.

Key Features and Benefits_

- Automated compliance verification checks: The Azure AI conducts precise checks to ensure every certification has the correct signature and a valid date before updating Microsoft Dynamics and the BRIK Housing Compliance Module.

- Remedial job creation: When the Azure AI engine identifies any remedial actions a compliance works order is created and automatically allocated to the right department for processing.

- Reduced administrative work: The new system saves approximately two to three days per week by automating compliance-related tasks, freeing up the team to tackle other important and more strategic projects.

05
The impact_

Since introducing the BRIKHousing Compliance Module in November 2023, the team saves a minimum of 13 hours per week just on compliance related tasks. This change lets them focus on other areas as they are no longer bogged down by mundane data processing.

With this newfound efficiency, the team has taken on additional projects. For instance, a tree management program for a forest on one of their estates, a task that was previously outsourced. In the New Year, the Compliance Team will also manage the new Damp, Mould, and Condensation (DMC) module in Microsoft Dynamics, improving how they monitor and report DMC beyond the usual repairs.
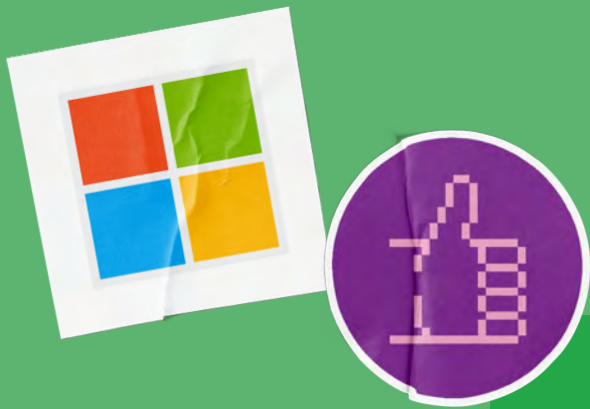
This change has not only placed North Star at the leading edge of innovation in housing management but also has resulted in superior resident service and increased staff motivation. The success of this project was recognised industry-wide when North Star Housing Group won an award for innovation in the use of AI in compliance management at the Housing Technology Awards. This accolade underscores the remarkable improvements and innovative approach North Star has implemented, setting a new standard in the housing sector.

Sean Lawless, Assistant Director of Technology and Innovation: "It's exciting to be nationally recognized for innovation, particularly an initiative which helps keep our properties and customers safe."

Homes UK 2023

Are you ready to transform your housing management operations with cutting-edge technology?

Contact us today to learn how BRIKHousing can revolutionise your compliance and operational efficiency.

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06
The conclusion_

North Star Housing Group's successful migration to Microsoft Dynamics using Infinity Group's BRIKHousing modules, exemplifies the transformative impact of integrating modern technology into housing associations.

Their story is a shining example of the power of embracing technology and modernising operations to drive significant improvements for the business as well as unshackling staff from carrying out mundane tasks and improving the services they provide to their residents.