VRM REFURBIFY

Ensuring complete compliance

Background

VRM Refurbify is a unique cloud-based refurbishment platform enabling large housing stock owners and their supply chain to manage all refurbishment, repair and maintenance activities seamlessly in the cloud.

VRM, utilising Refurbify, are the software provider and a key partner to a €6.4 million, EU Horizon2020 project "Built2Spec" a partnership of 19 leading European companies combining to put practical solutions into the hands of construction stakeholders to enable Europe to meet its energy efficiency targets and newbuild standards. This experience combined with additional field trials has provided VRM with invaluable insight into construction practices, enabling VRM to integrate the latest advances in construction technology and compliance into the platform. VRM Refurbify is used in the UK by some of the most innovative social housing providers.

The Solution

VRM Refurbify streamlines the interactions between large housing stock owners, their residents and suppliers enabling all project stakeholders to collaborate seamlessly in the cloud. Stakeholders can share, view and manage projects in a safe and secure environment, using real-time information direct from the field via mobile apps. It creates a digitised audit trail for transparency, significantly reducing costs, increasing quality of work delivered, and improving resident satisfaction.

Works performed on properties by contractors and sub-contractors can be monitored and approved in real time by a variety of expert stakeholders. It provides clear and detailed oversight and enhances existing Quality Assurance systems e.g. PAS 20:30. Our integrated central register ensures that all critical compliance certification, as-built, warranty, O&M and customer aftercare documentation are easily accessible by all users, including residents.

Customised templates and approver workflows ensure mandatory compliance for every work activity and follow industry best practice and regulatory guidelines.

Residents can be kept up to date via VRM's multi-language portal allowing them to access required documents, view instructional videos as well as receiving and giving feedback before, during and after the construction process.

The Results

Key Customer Benefits:

- Improves collaboration and visibility across the entire construction process

- Significantly reduces cost.

- Mitigates compliance risks - through the creation of a digital audit trail.

- Improves quality of work delivered

- Deflect s calls from call centres

- Significantly improves resident engagement and satisfaction

USP's:

- Fully managed Platform as a Service (PAAS) to manage complete refurbishment lifecycle

- ROI within 3 months and up to 40% reduction in administration work per job

- Specifically designed and developed for the domestic housing market

- Resident integration with supply chain.

- Integrates with your existing systems – e.g. Asset Register

REFURBIFY

Key Clients:

The London Borough of Camden, Northern Ireland Housing Executive, RetrofitWorks, and Energia.

VRM's sales partner and reseller RetrofitWorks was awarded the contract to manage refurbishment activities for four London Councils covering 400,000 homes utilising VRM Refurbify in December 2016.
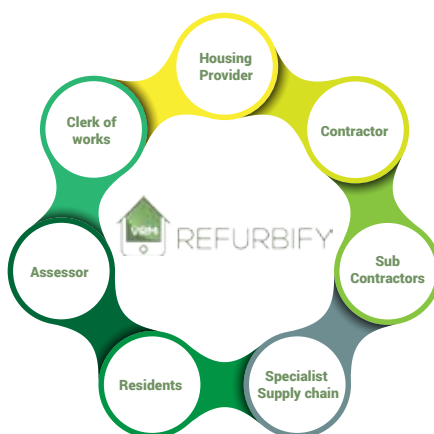
Camden

Case Study - Denton Towers:

VRM Refurbify was utilised by Camden Council for their 2016 Affordable Warmth Project of Denton Towers, an 18-storey tower block.

The VRM Refurbify platform was used successfully to monitor and supervise all the refurbishment activities, enabling all members of the construction team to collaborate seamlessly in the cloud.

REFURBIFY

- Housing Provider
- Contractor
- Sub Contractors
- Specialist Supply chain
- Residents
- Assessor
- Clerk of works

Key Outcomes

- Significant cost and time savings to the main contractor and client were realised at both survey and installation phases

- Mitigated risks – construction issues were resolved much quicker

- Used UAV Drone survey to produce a 3D BIM model for planning

- Enabled quicker funding claims for the Contractor under the Energy Company Obligation that enhanced its cash-flow requirements

- The client benefited by having the additional remote monitoring facility and oversight of the whole construction process, performance KPI's of each sub-contractor over and above their normal project management processes.

- Positive resident feedback as VRM Refurbify's customer portal allowed for the quicker resolution of onsite issues – particularly important given the vulnerable nature of the elderly residents at this site.

Crown
Commercial
Service
Supplier

VRM TECH