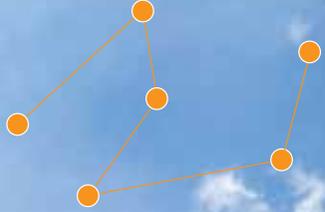**HACT**
UK housing
data standard

(powered by OSCRE)

Maximise your development margins

Resolving development handovers

Your new development has finally been completed. Now comes the tricky part.

The data you capture when a new property is built is vital for ongoing asset management. And yet, all too often, during the development handover, there's a data crisis. One team collates the data in one format. Another team uses a different approach. And your contractors are using a different system altogether.

Before you know it, data gets duplicated or lost, tempers are raised, relationships are frayed, resources are wasted, and, as a consequence, your margins get reduced.

Those newly completed developments might look beautifully designed and well constructed, but before the new occupants have moved in, the asset information you need to maintain their future asset value has been compromised because of your lack of standardised data.

"L&Q are convinced that the standards are facilitating our drive to deliver housing and services better, faster and at lower cost."

The solution is data standards

You use building standards in your developments. So why not use data standards for your data?

Imagine that we didn't have a UK standard for the humble plug. Instead, every house builder picked their own design of plug socket based on what they thought was best for the eventual home owner or resident. Imagine the chaos that would cause.

Fortunately, we don't have this problem because in the UK we use plug type G. This ensures that any electrical item you buy in the UK works with any electrical socket. It saves an awful lot of time, expense and waste for all involved because there is a recognised standard.

The same logic applies to data standards.* If housing providers, contractors, development management firms and software providers used the same data standards, there would be less expense, less waste and greater margins that you could then reinvest in new properties or local communities.

* As a recent report from RICS recommended: "There is a need to develop data standards for the property industry that are globally applicable and open-sourced."

Our partners

The data standards story so far

The social housing sector is notorious for bad data. So we decided to do something about it.

In 2017, we started our UK Housing Data Standard project. We needed a partner to help us develop the standards, so we chose OSCRE, the internationally recognised leader in the development of data standards, particularly in the real estate market.

Since then, over 50 housing associations, software and tech companies, have signed up to support and help us develop three versions of standards. Each version is developed collaboratively with housing association partners, who share their working processes with us, so we can develop use cases that are realistic and practical.

Since the launch of version 2.0, over 400 organisations have downloaded the data standards, ranging from the leading G15 housing associations to smaller, local organisations. And over 180 housing associations have told us that they have downloaded the standards in order to implement them into their business practices.

Timeline

January 2017
UK Housing
Data Standards
project starts

January 2018
Version 1.0
launched

November 2018
Version 2.0
launched

October 2019
Version 3.0
launched (tbc)

December 2019
Version 4.0
development
begins

*Version 1.0
focused on core
customer data
and the voids
and allocations
process*

*Version 2.0
focused on the
reactive repairs
process
(version 2.0 is
available to
download for
free from the
HACT web site)*

*Version 3.0
focuses on
care and
support, asset
maintenance
and income
and service
charge
collection*

*Version 4.0
will focus on
development
handovers and
the complaints
process*

The future will be data-driven

Last year, the CEO of Ford said that his company's future profitability lay not in making cars, but in data.

What if social housing took a similar approach? What if you were able to monetise the data you have on your properties, whether they are newly built or decades old, and use that money to build more homes? What's stopping you?

Data standards are the first step. They provide the foundation for your data-driven business so you can make fast, effective decisions based on better business intelligence, resulting in reduced costs, greater agility, and the ability to embrace new technologies quicker than your peers, whether it's AI, connected home technologies or automation.

"We have been able to leverage our participation to shorten development cycles for our own change and transformation projects in the confidence that the underlying data model is comprehensive and flexible enough to support both current and future ways of working. This gives us an unprecedented level of 'future-proofing'. " (L&Q)

Get involved in your future business

This is an opportunity for pioneering organisations to be at the forefront of business improvement.

We've already had a number of leading housing associations, software companies and contractors sign up to develop version 4.0 of the UK Housing Data Standards. There are two ways you can get involved:

first, with a financial contribution, along with a commitment from key staff who understand your business, your data and can get involved in the development of one of the data standards;

second, with a financial contribution, but no requirement to get involved in the actual development of one of the data standards.

For an initial discussion about your involvement, please contact:

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