

Geographical Information Systems (GIS) at Saxon Weald

Calculating Service Charges



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Service Charges: The Initial Problem

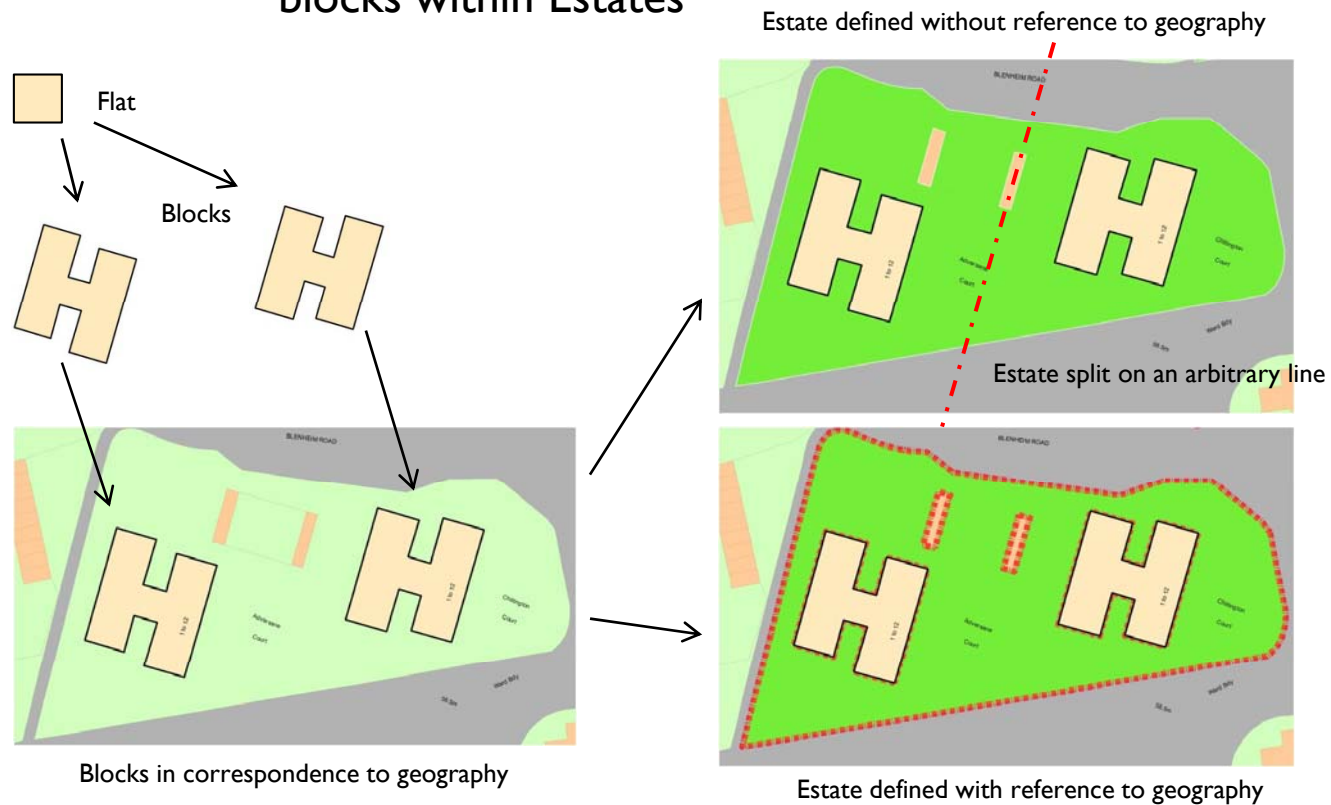
- Understanding how geography links to Service Charges
- Identifying which elements of the Service Charge can be calculated using GIS
- Process Mapping the methodology
- Capabilities / Limits of Housing Management System



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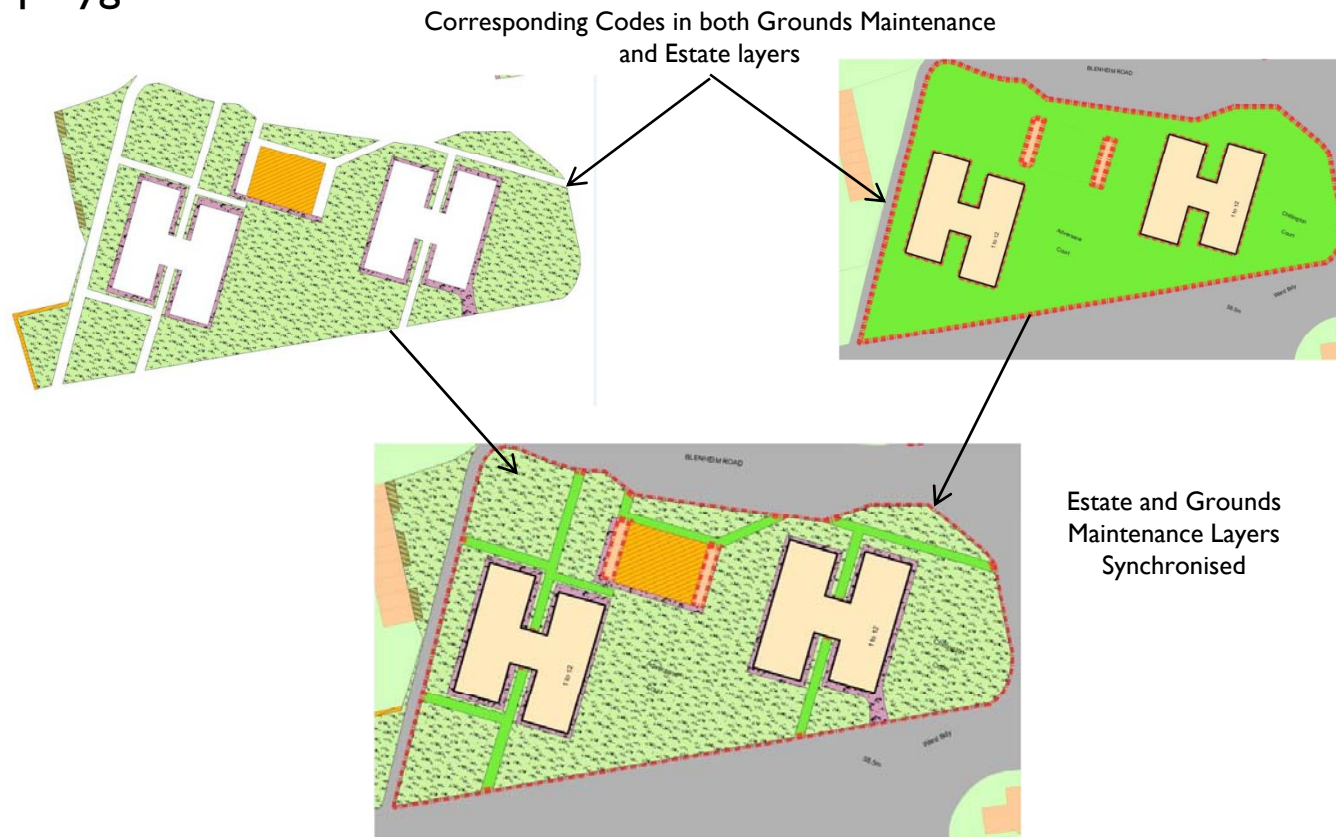
Identifying a Solution

- Harnessing the existing GIS Grounds Maintenance Data
- Creation of Estate Codes within the Service Charge module of the Housing Management System
 - Reference to geographical location of properties and blocks within Estates



Identifying a Solution

- Creation of coding structure to reflect where estates sit within a street
- Importing codes into GIS to correspond to Grounds Maintenance polygons



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The Results

- Creation of Estate Codes held in both GIS and Housing Management System
- Provides the means to capture costs associated with Estate Codes
- Creation of a “loader” for the apportionment of costs with Housing Management System
- Allows the recovery of Grounds maintenance costs to be recovered on a transparent basis.

Property Apportionment Codes - Properties in Area Adversane Court (1-12)

Area	Description	Property No	Suffix	Address
LA03	Adversane Court (1-12)	2		FLAT 2 Adversane Court (1-12), Blenheim Road
LA03	Adversane Court (1-12)	3		FLAT 3 Adversane Court (1-12), Blenheim Road
LA03	Adversane Court (1-12)	4		FLAT 4 Adversane Court (1-12), Blenheim Road
LA03	Adversane Court (1-12)	5		FLAT 5 Adversane Court (1-12), Blenheim Road
LA03	Adversane Court (1-12)	11		FLAT 11 Adversane Court (1-12), Blenheim Road

Street and Block linked Estate Codes, correspond to the Estate IN The GIS



Benefits

- Improved data quality
- Transparent charging of Estate costs to residents
- Staff time savings Improved grounds maintenance administration and management
- Improved Service Charge administration and management
- Allows for business processes to be analysed in a “Lean” manner and make appropriate cost savings
- Corporate buy in



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Return on Investment

- Savings in staff time for Annual Service Charge calculation and query resolution.
 - Over a 2 month period when calculating grounds maintenance service charge costs and answering resulting queries £4000 of staff time saved. Over a year equates to around to £25000
- Overall understanding of our liabilities from central office / facilitates service delivery and fulfilment of commitments to residents

