

# Case Study:

## Spire Homes (LG) Limited



*The TIDEE asset management system from Wright Hassall & Stanfords provides efficiency savings for housing association.*

### What was our brief?

Following a successful stock rationalisation, Spire Homes (LG) Limited ("Spire Homes") acquired ownership of 1,200 units of housing stock, estate land and grass land in Rutland. Spire Homes also inherited a Grounds Maintenance Agreement ("the Agreement") which relied on a very complicated method of identifying the areas to be maintained by reference to general specifications without plans.

As a result neither the contractor appointed under the Agreement nor Spire Homes had any clarity regarding the exact extent of the land to be maintained. This resulted in poor tenant satisfaction results and invoice confusion.

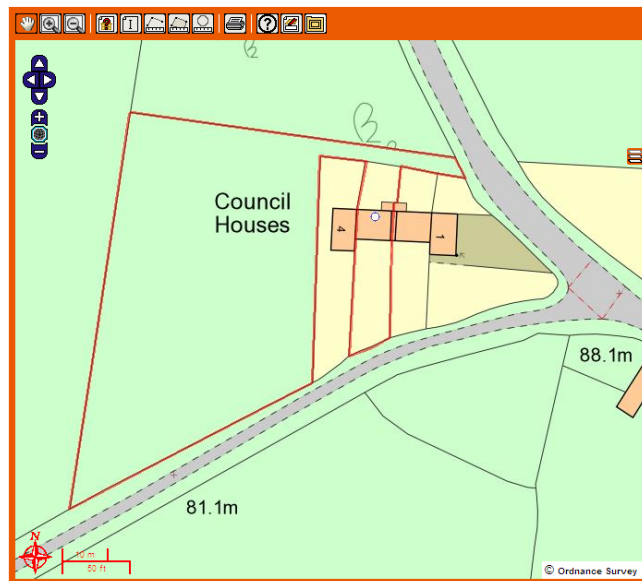
We were therefore asked to provide Spire Homes with a revised Agreement which provided certainty over what land was to be maintained by referring to exact specifications and plans.

### How did we add value?

We were asked to provide a simplified Agreement containing accurate specifications linked to clear plans.

We utilised the TIDEE system, a web-based property management system, created and developed by Wright Hassall LLP and Stanfords Business Mapping. Using information from Spire Homes' title plans, the TIDEE system allowed Spire Homes to obtain an accurate picture of the property/land it owns. A grounds maintenance layer was then added using aerial pictures of the land. This identified the type of land to be maintained (i.e. grass, hardcore, hedgerows etc.).

The TIDEE system enabled accurate measurements to be taken of the grounds maintenance areas without Spire Homes' staff having to make site visits and manually measuring hedges, fences, grassed areas and hardcore spaces etc.

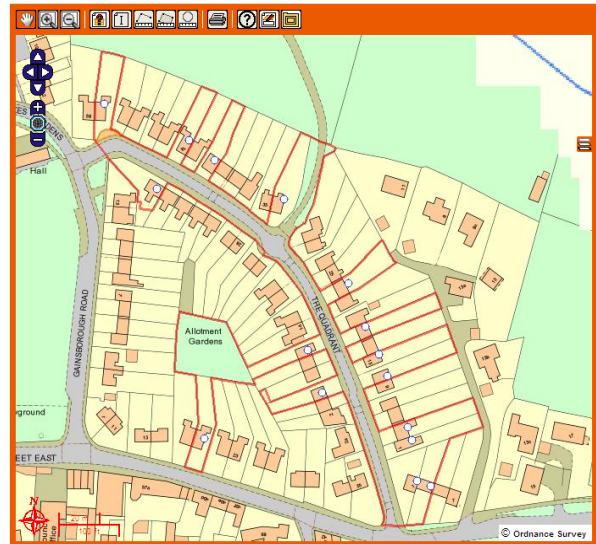
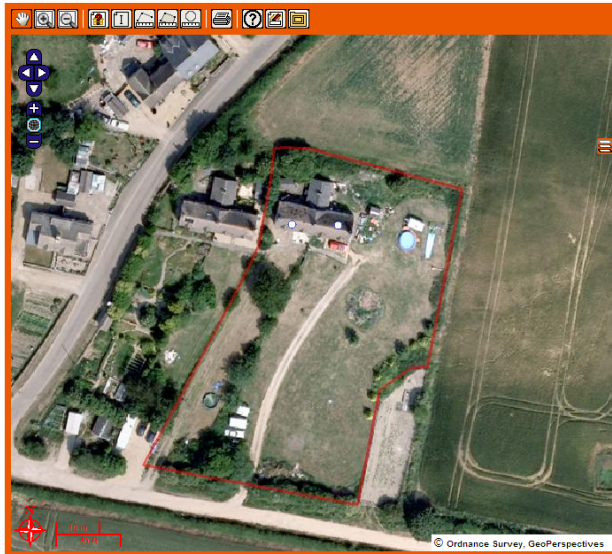


Picture 1 – large area of development land identified using TIDEE

Having inputted the agreed pricing schedule from the Agreement into TIDEE, accurate prices for maintaining the areas covered by the Agreement could be calculated.

The TIDEE system enabled us to print off a new schedule for the revised Grounds Maintenance Agreement providing detailed area and boundary measurements. We were also able to print off plans to attach to the new schedule clearly identifying the areas of land to be maintained and the type of maintenance required.

Picture 2 – aerial photograph showing encroachment by a trampoline!



Picture 3 – landlocked area of land identified using TIDEE

## What were the benefits for the client?

- a Grounds Maintenance Agreement which is clear, understandable and relevant for both Spire Homes and the contractor;
- a reduction in Spire Homes' grounds maintenance budget through the removal of land from the Agreement that was either adopted or did not belong to Spire Homes (although they had been maintaining it);
- significant cost savings in relation to staff time in preparing the specifications and plans by virtue of not having to measure areas manually;
- the identification of plots of land owned by Spire Homes' which are being encroached by tenants or could be utilised more effectively; and
- a desk top system giving Spire Homes' staff instant access to all its titles, uncharged properties and plans; a visual understanding of its estates and land; the ability to measure ground; and a powerful reporting tool on the land owned by Spire Homes which can be utilised in a variety of situations from grounds maintenance and title queries to charging exercises.

*"Using TIDEE has given us real value for money. Following the stock transfer we had an urgent need to review our grounds maintenance contract because of poor tenant satisfaction of the service. We had limited resources to go out to measure land and produce plans. Using TIDEE accurate plans were produced quickly and remotely reducing project management time for us. We have a tool that enables us to look at our stock from our office desks, target vulnerable areas for additional work and identify areas being cut that were not owned by us, saving money, and given clarity to our contractors and the team managing the contract . All in all a great result!"*

**Mark Rogers, Head of Property Services, Spire Homes**

Contact: **Carol Matthews**  
 Partner, Wright Hassall LLP  
 T: +44 (0)1926 880706  
 carol.matthews@wrighthassall.co.uk

Contact: **Geoff Blissitt**  
 Stanfords Business Mapping  
 T: +44 (0) 0117 927 6760  
 geoffb@stanfords.co.uk