Augmented Reality...I have enough problems with reality!

Who am I?

- 20 + years in the sector

- Focus on repairs, maintenance and assets

- Challenge the Status Quo

- Facing the same challenges you are

Why DtL Creative?

SECTOR RELEVANCE

Well connected and known in the sector, DtL Creative and our consultants have an in-depth knowledge of the technology demands specific to social housing.

Knowledge:

DtL has considerable product, services and strategic experience and can easily provide independent advice in these areas. We know what suppliers and landlords need to do..

Our ethos:

We know how to make a difference in the consultancy we deliver. Never afraid to tell the truth, or say it as it is we get under the skin of an organisation and make an impact.

**Making a difference.
Creating change!**

Augmented Reality...what is it?

It's not this!

Augmented Reality...what is it?

"AR is a technology that enhances or 'augments' your experience of the world around you." – Tom Emrich, AR/VR/wearable technology expert and managing director of AWE (Augmented World Expo)

"Augmented reality is the rendering of digital images or data onto real-world objects." – Bryan Ma, vice president of client devices research, IDC

"Augmented reality (AR) is the real-time use of information in the form of text, graphics, audio, and other virtual enhancements integrated with real-world objects." – Gartner's IT Glossary

Augmented Reality...who uses it?

- Manufacturing.

- Transport.

- Healthcare.

- Education.

- **Property Management.**

Augmented Reality...housing early applications?

Augmented Reality...is it for social housing?

"This technology has the potential to be a game-changer. I knew when I first saw it that it would prove very useful. I just hadn't realised how useful until we went into lockdown and operatives were unable to attend routine repairs because of isolation.

"Our tenants have been amazed at how simple it is to use and we've already had really positive feedback from tenants who have used the service. Our main priority during the coronavirus pandemic remains the health and wellbeing of our tenants and staff. Using augmented reality, we're not only able to deliver the level of service our customers expect in a highly efficient manner, but we're also able to do our best to minimise the transmission of the virus too."
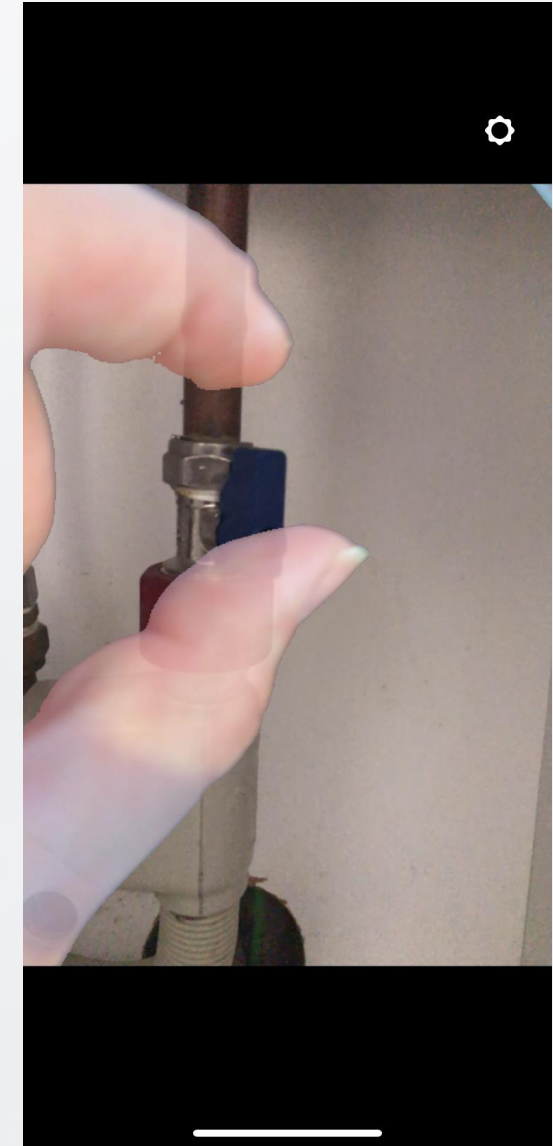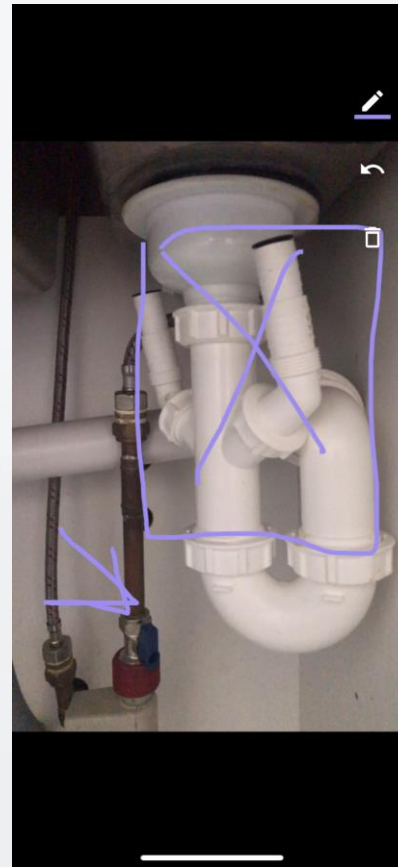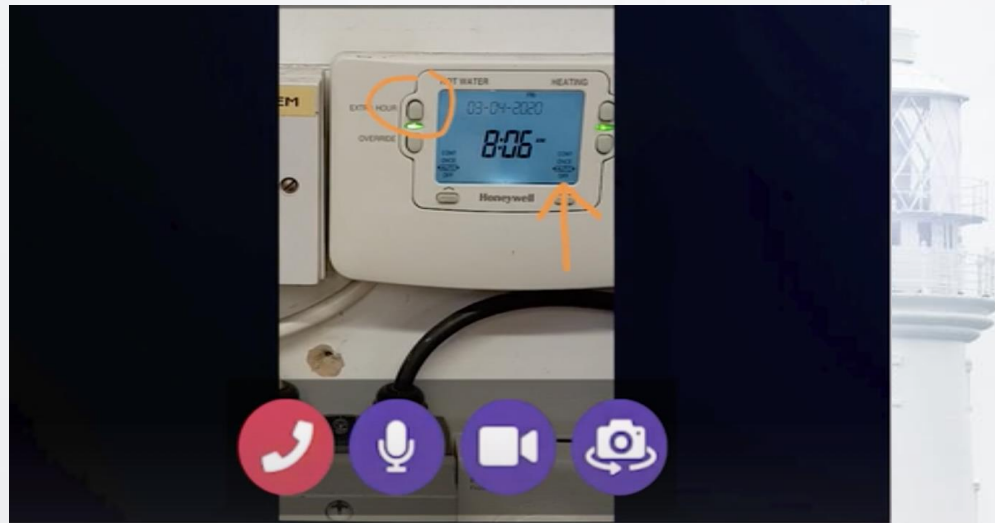
Gary Haldane – Kingdom Housing Association

KINGDOM
Housing Association

Augmented Reality...how did Kingdom do it?

Augmented Reality...What does it look like?

Augmented Reality...other uses?

- Connecting more expert operative with a junior

- Remote diagnosis of issues

- Integrate into compliance

- Reduce travel

- Promote tenant self service

Augmented Reality...users, suppliers?

Augmented Reality...experiences?

"...it was essential that we invested in technology that enabled our teams to continue to operate to the highest standard, while placing their safety and that of tenants, at the heart of any process.

This means we can better triage jobs prioritise emergency work and reduce risk for both residents and our maintenance teams." Kevin Wheeler, Programme Manager at Leicester City Council

"The ability to deliver virtual technical support directly to the customer or to operatives on site will drive real savings and let us help remote residents much more effectively."
Duncan Mackay, Managing Director of R3 Repairs at East Lothian Housing Association

"We can now be certain that a call-out is essential before sending someone on site. It also ensures quick fixes such as boiler re-sets can be completed by the residents themselves..."
Matt Clark, Managing Director of MCP Property Services

Questions?

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