HACT launches version 2.0 of the UK Housing Data Standards in collaboration with OSCRE International

Orlando, Dec. 12, 2018 – HACT, a solutions agency committed to promoting ideas and innovation across the housing sector in the United Kingdom, announced the launch of version 2.0 of the UK Housing Data Standards. Earlier this year, HACT partnered with OSCRE International to revolutionize how UK housing uses data and designs digital processes. OSCRE International is the leading international consortium focused on transforming the way digital information drives the real estate industry.

“Version 2.0 of the UK Housing Data Standards includes nine new data exchanges in the reactive repairs process and a significant update to the Reference Data Model,” explained Andrew van Doorn, Chief Executive of HACT. “It will help housing providers to deliver better services, improve customer satisfaction and save resources. And thanks to our funders, it is available free to all social housing providers.”

“We couldn’t have developed this new version without our housing partners and OSCRE International, the global experts in real estate data standards,” he added. “We’re looking forward to developing the next iteration of the data standards which will focus on income and service charge collection, care and support, and planned maintenance. We expect these to be available as version 3.0 in June next year.”

“Increasingly, real estate industry leaders are being called on to build digital capabilities in their organizations. This update is the result of a successful collaboration by the housing partners, HACT and OSCRE that starts with the development and implementation of data standards for the multifamily housing sector,” said Lisa Stanley, CEO of OSCRE International. “Our partnership with HACT exemplifies the benefits that can be derived in the multifamily housing sector by constructive collaboration in developing data standards and a commitment by the industry leaders to implement the standards,” she added.
Version 2.0 of the UK Housing Data Standards includes nine new data exchanges based on the reactive repairs process. These include:

**Raising a work order with a contractor:** The information that the housing provider passes over to the contractor. This ensures that a consistent data set moves between the provider and contractor, so that they have the right data to get the right job done, improving customer satisfaction in the process. It also enables you to conduct analysis across your repairs services, so you can measure contractor efficiency and value for money, knowing that you’re comparing like with like.

**Raising a work order with a customer:** This enables housing providers to move their customer model closer to the DPP type of service model, where the customer is able to specify the date, hours, or delivery date of their choice, or to advise about other options. It will enable you to build services with this level of customer interaction and involvement, improving customer experience and overall satisfaction.

**OSCRE International** has been instrumental in the development of the UK Housing Data Standards and is an internationally recognized sector leader. Its data model includes 90 use cases, as well as seven core real estate functions. The UK Housing Data Standards have been developed as a collaboration between HACT and OSCRE International. Version 1.0 of the data standards included the voids and allocation process, and core customer data. These are included within the latest version of the UK Housing Data Standards.

The development of version 2.0 of the UK Housing Data Standards has been funded by a number of leading housing providers, including L&Q, Hyde, Metropolitan Thames Valley, Lewisham Homes, Coastline, Magna, Poplar HARCA, Halton and Settle. HACT has also been supported by Housemark and Pilon in developing and promoting the standards.

About:

**OSCRE International** is a member-based collaboration of organizations and individuals focused on the development and implementation of real estate standards, with a vision and commitment to build high performance organizations, bringing digital information together from multiple sources and platforms. It’s an approach that covers the entire lifecycle of an asset or investment that improves data quality, transparency and data governance.

**HACT** is an innovation agency that provides futures-oriented solutions, projects and products for UK housing. HACT delivers thought leadership and drives new ideas for business transformation through our platform of research, impact measurement and data analytics, as well as through our engagement with other sectors and our work on connected technologies. HACT works alongside housing providers to drive change within their own businesses. The organization helps housing providers maintain and refine resilient and successful businesses by generating actionable evidence to inform the development of new, smarter, and more efficient ways of working.

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