Case Study

Pobl Group:
Enhancing Heating Repairs with Video Triage

Help me Fix

pobl

Reducing Pressure on Contractors Through Innovation

Between February and March 2025, Pobl Group introduced Help me Fix's video triage solution to manage heating issues more efficiently and reduce unnecessary contractor call-outs. By empowering residents to connect with an expert over video, Pobl successfully resolved 37% of heating issues remotely, significantly reducing the strain on their heating contractors while improving service for residents.

KEY RESULTS

Remote Issue Resolution

37% of heating issues resolved remotely, avoiding physical call-outs.

Emergency De-Escalation

79% of cases originally reported as emergencies were downgraded, ensuring only genuine urgent cases received an emergency response.

Cost Savings

Taking into consideration standard van stock, **£6,030** gross saving over 100 repairs calculated on a contractor cost per repair of £90.

Fast Response Times

Average wait time for residents was just **40 seconds**

Resident Satisfaction

Feedback rating of **4.6/5** stars

Carbon Savings

83.2Kg of carbon saved by reducing attendances

Issues Resolved	Customer Experience	Cost Reduction
37%	**4.6/5**	**£6,030**

How Pobl Group Achieved Success

Smart Call Routing for Maximum Impact

A key factor in Pobl Group's success was the careful selection of issues referred to video triage. The types of issues which saw the biggest success were Pressure, Heating Controls, Valves and Condensate Blockages. By enabling their contact centre to direct suitable heating problems to video before dispatching an engineer, they ensured that triage was used effectively - maximising resolutions while maintaining high resident satisfaction.

Minimising Unnecessary Emergency Call-Outs

By de-escalating 79% of emergency reports, the solution prevented unnecessary and costly urgent dispatches, ensuring contractors focused on the most critical cases.

A Faster, More Convenient Experience for Residents

With an average wait time of just 40 seconds, residents could quickly connect with an expert, often resolving issues without waiting for a physical visit.

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RESIDENT FEEDBACK

"I thought it was brilliant especially when they helped word by word how to solve a problem without an engineer calling to solve it thank you Pobl."

"Very swift and knowledgeable"

"Very good service sorted my issue out immediately as a temporary fix and arranged for it to be fixed properly"

"The engineer was really knowledgeable and helpful. The issue was resolved very quickly and he gave me some further advice to help stop the boiler from not working again."

"The engineer I had was very helpful and informative. I gained a new skill so thank you :)"

"He was very helpful and talked me step by step to sort the problem."

ROI

Gross Saving	Return on Investment	Net Saving
£6,030	**123.3%**	**£3,330**
over 100 repairs	£1.23 gained for every £1 spent	after service costs

Pobl Group's investment in video triage for heating repairs has delivered exceptional financial returns, demonstrating the cost-effectiveness of the service.

By reducing unnecessary contractor call-outs and resolving more issues remotely, Pobl has not only achieved significant cost savings but also optimised internal resources, ensuring engineers are deployed only where they're truly needed.

Looking Ahead

Pobl Group's successful adoption of video triage for heating repairs demonstrates the potential of digital solutions to improve service, reduce contractor workloads, and cut costs. With high utilisation and strong resident engagement, this approach is set to play a key role in their ongoing repairs strategy.

Pobl is currently exploring the expansion of video triage into Damp & Mould assessments, as well as Plumbing and Electrical repairs. This next phase aims to further enhance efficiency, reduce unnecessary diagnostic call-outs, and optimise the workload of their internal engineers.

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FUTURE IMPROVEMENTS

Integration Will Drive Efficiency
Currently, the success of the system relies on manual processes for routing and reporting. Seamless integration with Pobl's existing job management system will enable automated call routing, faster data entry, and more efficient scheduling of follow-up work.

Enhanced Reporting for Better Decision-Making
With detailed reporting on resolved issues, triage success rates, and customer engagement, Pobl will be able to fine-tune issue selection for video triage and optimise contractor deployment. Automated reporting will also help monitor trends and identify areas for training and improvement.

Driving Further Resident Engagement
At 76% utilisation, uptake has been strong, but there's still room to improve. Clearer resident communications and integrated self-serve options could further increase adoption.