

Housing Choices Australia (HCA) is an independent, national, not-for-profit housing provider that delivers high quality affordable housing for people on low to moderate incomes and for people with disability.

## Overview

In 2021 Housing Choices Australia engaged us to provide our Housing Solutions services, ensuring that all their properties met the Victorian state safety inspection requirements.

We were able to organise and expedite the Gas, Electrical and Smoke safety inspection process across 1500 properties for them.

By providing automated renter messaging, dedicated calendars and single visit inspection teams we were able to complete the entire portfolio within 5 months of engagement.

## Key Challenges

- Provide a tailored renter notification process that would meet the diverse range of tenants
- Efficiently provide multiple trade services in a single visit on a large scale
- Provided an easy to use compliance management system that has the capability to integrate with other property management software
- Be cost effective

”

*“Taskforce have demonstrated professionalism and flexibility and saved countless hours of Housing Choices Australia’s staff valuable time, which is why we have signed on with Taskforce for all our Electrical and Gas compliance needs for at least the next four years.”*

- Housing Choices Australia

”

Contact us to find out how what we can do for you.

**Lucas Docking, Key Partnerships Manager**  
0448 888 388 [lucas@taskforce.com.au](mailto:lucas@taskforce.com.au)

## Solution

HousingSolutions safety services tick all the boxes for all housing providers and your residents. We understand the importance of efficiency, professionalism and courtesy.

//

*"The two tradies from Taskforce who did our unit's electricity and gas safety check were great! Professional, efficient, and just all round awesome guys. They arrived right on time, explained what they had to do each step of the way, then finished up quickly and efficiently."*

- Resident

//

- ✓ **Single Visit**  
Resident impact and inconvenience is minimised by us undertaking multiple tasks in a single visit.
- ✓ **Tailored Calendars**  
Allow residents to choose from several appointment options to suit their day.
- ✓ **Special Discounted Rates**  
We provide our services at a special rate to maximise cost-savings for housing groups.
- ✓ **Automated Scheduling**  
Our HousingSolutions Portal updates automatically, making cyclical work easier than ever to manage.
- ✓ **Customer Service**  
At HousingSolutions behind all the technology there are real people. All our clients have a dedicated customer service team assigned to them.



## Award-winning technology

Our streamlined services and cost-savings are enabled by our proprietary job scheduling platform and passed on to our clients.

