

Southampton City Council Invests in Faster, More Responsive Housing Repairs

3 hours ago



Southampton City Council has selected [Totalmobile](#)'s Field First platform to modernise its housing repairs service, bringing repairs management, workforce scheduling and operational performance together to support a faster, more accountable service for residents.

The investment comes as housing providers face increasing expectations around service quality, transparency and accountability. Alongside rising demand, engagement with the Housing Ombudsman reinforced the Council's ambition to strengthen how housing repairs are planned, managed and monitored, giving its teams greater confidence in operational performance and future service planning.

Delivered through Field First, Totalmobile's housing repairs and maintenance capabilities will provide a single operational view across repairs, scheduling, workforce capacity and performance reporting. By connecting operational information in one place, the Council will gain a clearer understanding of demand, available capacity and service performance, helping teams make more informed decisions and respond more proactively to changing operational pressures.

Jamie Brenchley, Director of Housing at Southampton City Council said: "We recognised that improving housing repairs required more than replacing systems. We needed a clearer understanding of demand, capacity and operational performance to help us plan services more effectively.

Field First gives us a single operational platform that brings together the information our teams need to make informed decisions, manage resources effectively and continue improving the service we provide to residents."

The investment will also support a more consistent approach to managing housing repairs across the

organisation. Access to trusted operational information will help managers identify emerging capacity pressures, understand changing demand and support continuous service improvement over time.

David Webb, Managing Director of Housing and FM at Totalmobile, said: "Housing providers need more than digital repairs processes. They need a connected operational view of frontline services, where leaders can understand demand, workforce capacity and service performance in real time. Without that, it's increasingly difficult to respond to changing resident expectations or demonstrate performance with confidence.

That's exactly what we've built Field First to deliver. As the only platform designed exclusively for organisations with field workforces, it gives organisations a connected operational view that supports better operational decisions today while providing a stronger foundation for continuous service improvement as resident expectations and regulatory demands continue to evolve."

The programme reflects a growing trend across local government as councils invest in connected frontline operations to improve service performance, strengthen operational oversight and deliver better outcomes for residents.

For more information about Totalmobile and the Field First Platform, visit totalmobile.com.