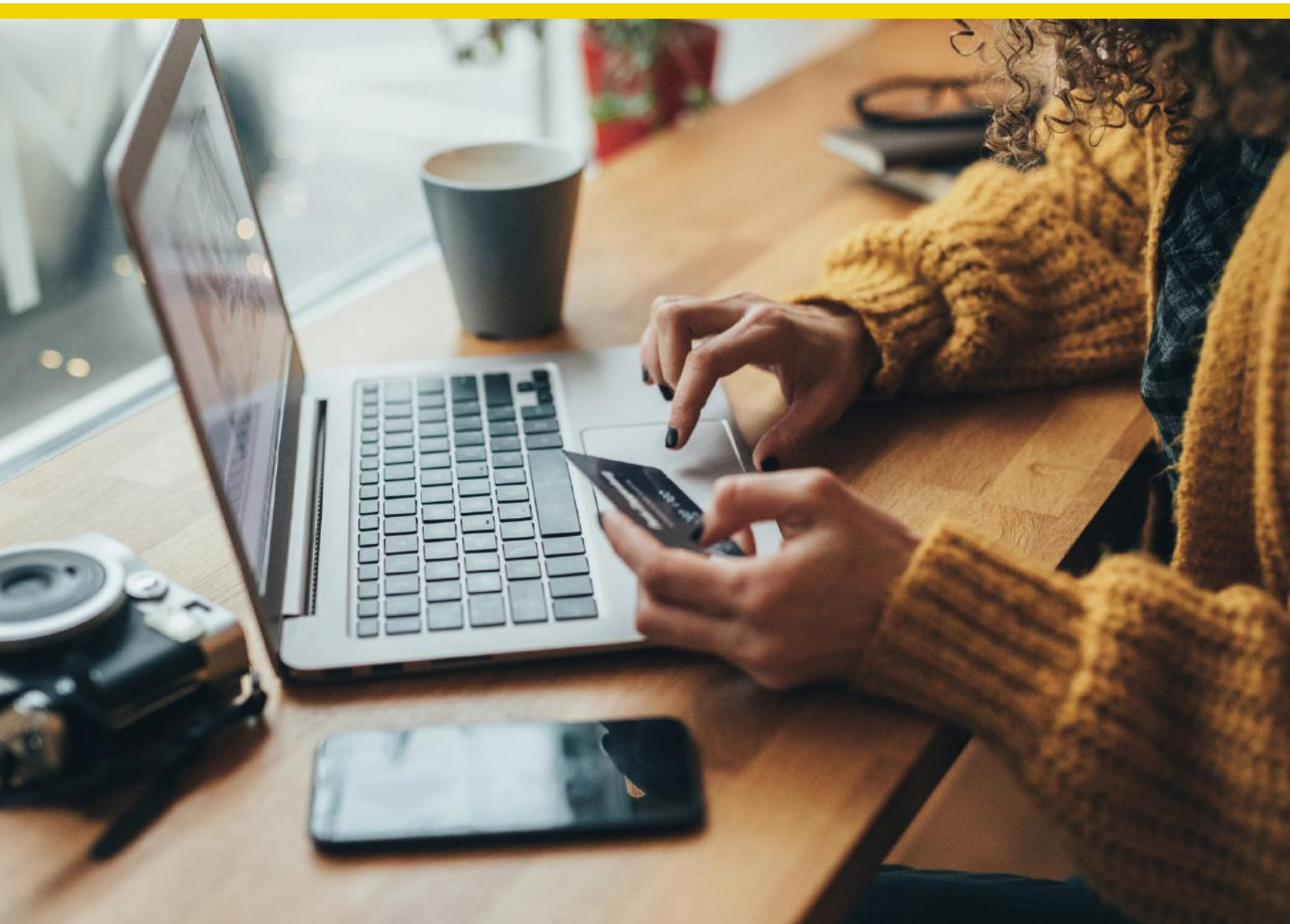
March 2021

One Housing Case Study

Meet the businesses already winning with Allstar

One Housing benefits from Allstar Business Solutions



One Housing benefits from Allstar Business Solutions

A housing association and not-for-profit organisation with a strong social purpose, One Housing offers a wide range of housing options, including homes for social rent, accommodation and care and support for older or vulnerable people, homes for private rent and sale, and shared ownership.

One Housing provides high quality homes and care and support services, managing approximately 17,000 properties across London and the South East. It currently runs a fleet of over 130 vehicles to provide their services and help residents with their housing, care or support needs.

Allstar Business Solutions has been supporting the organisation since 2019. Currently, nearly 160 personnel across multiple teams at One Housing use Allstar Plus, a unique 'all in one' business credit and fuel card to pay for parking, as well as fuel, oil and AdBlue. The expense solution meets their needs to control and reduce their on-the-road expenses.

The challenge

While on the road and moving between multiple locations, drivers had a fragmented approach to purchasing fuel and paying for parking. One Housing was looking for a solution that could reduce admin headaches for staff on the road and at head office, as well as to guarantee both control and flexibility for on-the-road expenses.

One Housing

Already a customer with Allstar, One Housing made a smooth transition to Allstar Plus, offering the right solution that addresses the following three challenges:

1. Parking charges and admin hassle

Before introducing Allstar Plus, One Housing had no simple way for its drivers to pay for their parking or toll charges as they moved between locations. Their drivers spent precious time calling head office to pay for parking with the company card. Where this wasn't possible, drivers had to risk fines, which were costing the business thousands each year.

2. Controlling driver payments

One Housing needed a way of controlling driver payments for on-the-road costs, as well as a reporting tool to monitor expenditure. Additionally, their drivers did not have a personalised card designated for their use.

3. Driver inconvenience

With drivers navigating busy London roads, vehicles are in regular use and drivers require the flexibility to fill up vehicles at the nearest garage without compromising on cost. One Housing also did not have storage for any vehicle maintenance essentials, such as oil and AdBlue. A key requirement was the ability for drivers to pay for pre-agreed items conveniently and safely while on the move.

The solution

By bringing its vast expertise in card-based payment solutions, Allstar offered the ideal combination of flexibility and control to best suit One Housing's unique expense needs, by making the expense management process easier and its drivers' fuel use more efficient.

Through providing drivers with a simple way to pay for parking and toll charges, One Housing saved thousands in costs and streamlined their admin process.

With cards now designated to drivers, instead of a specific vehicle, One Housing now has better control and insight into driver expenses via an online portal, as well as the ability to run reports to conduct additional analysis to spot savings.

Additionally, with fuel accounting for a large portion of the company's total operating costs, One Housing relaunched its Driving Handbook and Policy as part of an education strategy. The aim was to help employees think smart in the way they drive, such as how it affects fuel consumption and to choose cheaper fuel sites where possible.

Allstar Plus provided convenience through access to the UK's largest fuel network. It enables businesses to save on every litre at 1,500 Discount Diesel sites, as well as reducing driver route deviation with access to over 7,700 fuel sites in the UK.

One Housing also recently introduced a new team that travels via the London Underground between sites, using the Allstar Plus card to pay for its employees' travel expenses, improving admin efficiency.

Result

Since we adopted the Allstar Plus expense solution, we have seen immediate benefits, including substantial savings on both fuel and parking expenses. On average, we used to have one or two admin personnel spend a day, over the course of a week, on the phone to drivers to help pay for parking. Now, the process is more streamlined, and our drivers use their cards and the associated parking apps to pay in seconds. This helps remove the risk of parking fines and allows them to meet all their daily appointments with residents."

"The feedback from our team has been unanimous. They find the parking process is now much easier for both our team on the road, as well as our staff back at head office. It takes only a matter of seconds, allowing them to focus their time and attention to what matters most: our residents."

John Bowden, Fleet Manager
One Housing

How can Allstar help your business?
Call us on 0345 266 5101

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