



## About Lindum

Lindum Group is a regional construction business operating out of Lincoln, Peterborough, and York. Established in 1956, it remains employee and family-owned, fostering practical skills and robust client relations.

The Group undertakes new build, refurbishment, and maintenance projects across various sectors, servicing both private and public clients. Known for its financial strength, Lindum Group has a track record of reinvestment to ensure proper client servicing and resource allocation. Sustainability is a core value, with investments in staff education and award-winning apprenticeship and training programs, reflecting a broader commitment to social impact.

## What processes do Lindum Homes use Insite for?

We are a new build housing developer, utilising Insite for quality checking and snagging to uphold our high construction standards. The platform facilitates real-time identification and documentation of any discrepancies or defects, ensuring prompt rectification. This proactive approach not only ensures adherence to Health & Safety regulations but also enhances overall project efficiency and customer satisfaction.

## How has Insite helped to improve these processes?

**1**

### Solution 1 - Templating

We have developed various templates to standardise quality checks for each plot in a build, ensuring consistency in monitoring construction standards. This templating system streamlines the quality assurance process, making it both efficient and repeatable across different projects.

**2**

### Solution 2 - Monitoring

Our audits and inspections are meticulously monitored to ensure that all necessary checks are conducted timely. This structured monitoring aids in maintaining a clear timeline of quality checks, ensuring each construction phase meets our stringent quality benchmarks.

**3**

### Solution 3 - Rectification

Any missed check is flagged, mandating its completion before advancing to the next trade stage, enabling timely improvements and ensuring seamless progression of construction phases.

## How does the inspection completion time using Insite compare with other systems you've used?

We have discovered that, unlike other applications, Insite provides a unique template feature which significantly expedites the inspection process. Additionally, Insite stands out with its capability to attach multiple photographs to each defect, a feature not seen in alternative apps. This is a substantial advantage as it minimises the time traditionally spent explaining issues in text.



## Who uses Insite in your team and how has it improved communication?

We predominantly utilise Insite internally to uphold our construction standards. However, we have extended its use to sharing reports with subcontractors, especially during snagging of their works, which has enhanced communication regarding project expectations and quality standards.

Although we are exploring the possibility of granting access to our subcontractors to further streamline communication and quality control processes, this feature is yet to be implemented.

## Does computer access to your inspections enhance utility, and if so, how?

Accessing inspections on a computer is highly beneficial, especially in low connectivity areas. Typically, we fill out checklists on a tablet or phone, and then generate necessary reports on a desktop.

This real-time access across devices ensures everyone in the business stays updated on the completion status of each check, fostering a unified understanding and prompt responses. This feature not only simplifies the inspection process but also enhances communication and awareness among the team, contributing to overall project efficiency.



## How much time and money do you save each month?

Utilising Insite has led to a marked reduction in defects post-completion due to the enhancement of our in-progress checking procedure. This, in turn, translates to substantial time and cost savings each month. The improved checking procedure ensures that issues are identified and rectified promptly, reducing the need for extensive rework after project completion, thus saving both time and resources.



Product satisfaction

9/10

Likelihood to recommend

9/10

Collaboration

5/5

Ease of use

5/5

“Utilising Insite has led to a **marked reduction** in defects post-completion, translating to substantial **time and cost savings** each month.”

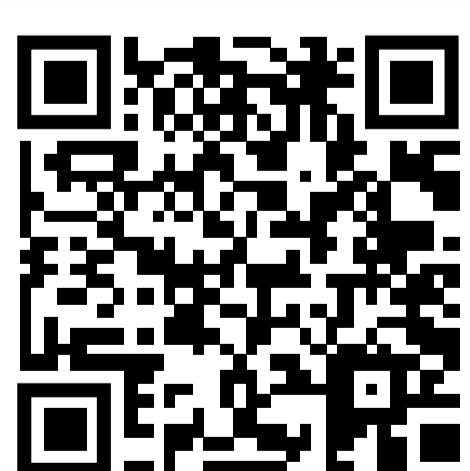


### Nathalie Addington-Smart

Aftersales Manager / [nathalie\\_addington-smart@lindumgroup.co.uk](mailto:nathalie_addington-smart@lindumgroup.co.uk)

Nathalie joined Lindum Homes in 2014 as Sales Administrator and since then has gained much experience in housing and is now the Aftersales Manager for the division. She is responsible for the management of the quality control processes and Customer Care team. She has been instrumental in setting up our new Insite quality control system which has coincided with us becoming members of the New Homes Quality Board.

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