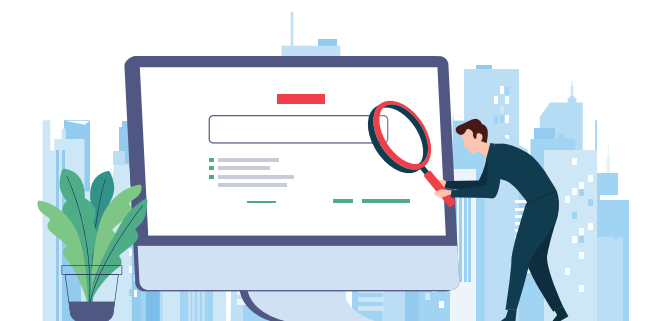# PROPERTY®.CLOUD

TechLabs® • London

ADDRESSING ALL YOUR HOUSING MANAGEMENT NEEDS
NOW AND IN THE FUTURE

WHAT IS iPROPERTY CLOUD?

iProperty Cloud is a complete housing management solution built on Microsoft Dynamics 365 and Microsoft's world class Azure platform.

This modular solution has been built from the ground up by the team at TechLabs London, a combination of both highly skilled and experienced techies and housing professionals.

Using Dynamics 365 and the Azure platform ensures we can deliver and continually bring new innovations and features to the product that have real tangible benefits.

Proven, tailorable, ready built processes mean your organisation can make the move to iProperty Cloud and Dynamics 365 without having to build from scratch, saving you huge amounts of time and effort.

MODULES & APPS

- CRM
- Housing & Tenancy Management
- Rent, Income and Arrears
- Service Charges
- Lettings
- Repairs & Maintenance
- Void Management
- Asset Management
- Sales & Shared Ownership
- Customer Voice
- Marketing
- Portals

ORGANISATIONAL BENEFITS

- Out of the box integration to your other Microsoft Applications
- Build and extend on the solution
- Rapidly deployed, rapid development
- Easy Upgrades
- Native app available – no maintenance of separate mobile solution.
- Time saving – ready built processes
- Open API's

CRM

iProperty Cloud, built on Dynamics 365 delivers the very best in CRM capabilities ensuring you can track and manage all your communications effectively and deliver the best in customer service to your customers

All communications are stored in a central location and provide your users with a 360-degree view of your customers. Enhanced features, such as alerts, related records and photo galleries bring to life your core people and property data

HOUSING & TENANCY MANAGEMENT

Create and manage all your tenancies and leases using iProperty Cloud. Pre-built processes guide your users through tenancy changes such as assignments, successions, death notifications, permissions, and evictions

Record and manage all ASB activity including action plans, witness statements, risk assessments, safeguarding and legal actions

Processes for complaints and compliments add to this already rich functionality, with in built approvals and auto escalation ensuring nothing is missed and cases are handled consistently

RENT, INCOME AND ARREARS

Set and manage your rent accounts using iProperty Cloud. Advanced functionality is applied within these modules giving graphical representation of accounts, visual timelines and much more

Implement your escalation policies along with automated actions and communications and calculate repayments and plans to fully manage your arrears. Artificial intelligence is used alongside existing data to allow for predictive arrears analysis

SERVICE CHARGES

The module provides full contract management functionality, including auto calculation of fixed and variable charges, various rental or lease agreement types and contracts, property groupings and hierarchies, as well as annual price changes

LETTINGS

An innovative approach to lettings whereby the process can be fully digitized including electronic agreements and signatures. Features also include 'one click' to advertise and a pre-tenancy readiness portal, which help to connect the right people to the right home

REPAIRS & MAINTENANCE

iProperty Cloud Repairs & Maintenance enables you to manage all aspects of your day-to-day repairs and field service operations. Whether you operate your own DLO, use external contractors or a combination of the two. Features include integrations to established diagnostic tools, capability to manage your surveys, inspections, work orders, photos, videos, and speech to text dictation. Not just that, but you can manage van stock and inventory, contractor performance including their own portal, full scheduling board capabilities, asset, and component data, as well as managing estimated and actual time and material costs including the use of schedules of rates. This module really has it all

VOID MANAGEMENT

Record, track and monitor all your voids and associated activities in this module. Features include full field service work order management capabilities, as well as key dates captured at all stages for full reporting of performance. iProperty Cloud connects modules together to provide rich cross team collaboration, with actions on a void updating Lettings teams automatically, and vice versa. Also includes auto calculation of void loss and void durations for a feature rich experience

ASSET MANAGEMENT

Create comprehensive asset component hierarchies within properties, manage all your assets with automatic updates to data and links to your replacement programmes. Draft and confirm 30-year business plans, programmes of work, update your stock condition and decent homes data and more. Compliance functionality enables you to manage not just the 'Big 6', but all areas of compliance. Auto creation of work orders and auto scheduling of those work orders for cyclical programmes of work, simplify your processes and reduce effort. Dynamic reporting dashboards ensure you are always on top of your compliance and asset management performance

SALES & SHARED OWNERSHIP

Tailorable business process flows guide users through the full sales cycle from initial leads, through registering interest in properties, viewings, stakeholders, completions. Advertise your properties using built in integration to Rightmove, Zoopla, On the Market, Facebook and Twitter with just one click

CUSTOMER VOICE

Customer Voice (surveys) can be used alongside any or all the iProperty Cloud modules and enables you to gather valuable feedback. Build and send your surveys using this simple to use module and act proactively using real time alerts. Ready built reports give you satisfaction measures as well as report on the surveys themselves

MARKETING

Create segments of your customers and communicate with them in a variety of methods including push notifications, SMS and email using fully automated journeys

Each journey brings with it Insights so you can see how your customers are engaging

PORTALS

Customer and contractor portals ensure you can provide your customers and contractors with self service capabilities. Unlike most housing management systems, any process can be exposed to the portals enabling you to quickly and easily redesign and deliver your processes with a digital first, customer focussed approach. Our portals can also be delivered with our embedded AI Virtual Agent Chatbot and Knowledge Base capabilities, to provide always ready services to your customers and contractors 24/7/365