

PROPERTYLAB

Change Makers Assembled.
PropertyLab 2.0 Explained.



ABOUT

Introducing PropertyLab.

PropertyLab is an incubator programme tackling some of the biggest challenges and opportunities for the property sector.

We bring change-makers from Property and PropTech together to develop solutions that produce rapid results and create long-term strategic impact, across just a series of weeks.

In our first programme, we worked with ten housing organisations to develop a solution to the major challenges seen in compliance management. Now we're tackling the key problems housing providers face when trying to provide a first class experience to their customers.



Why join us?



Fast, lean and action oriented

We don't just discuss, we do. We tackle issues and find ways to create practical change quickly and without big budgets or risk.



Cross industry collaboration

We bring a select group of forward thinkers in social housing, residential property management and PropTech together to offer new perspectives.



The latest thinking, tools & tech

A programme structured with the latest lean-and-agile design thinking. We walk you through every step of the process for the most impactful results.

► Find out more

Please visit plentific.com/propertylab for more information

SPRINT #2

Enhancing resident experience and automating self-service.

Now accepting applications:

In our first PropertyLab Sprint, we discovered that a key issue for many customers - and the root of many complaints - is the lack of autonomy residents have in the management of their own home. We identified a huge opportunity to bring the housing industry in line with the self-serving, customer-centered experience now found across retail, e-commerce and finance. Plus a huge chance to link this to an organisation's repairs and maintenance operation.

Join a cohort focused on developing new processes and technology to improve the resident experience. In this short 7-week sprint, we bring together a range of experts inside and outside housing, and explore how self-serve can be used to diagnose issues, create faster resolutions and reduce cost.

Key topics



A customer portal that delights

Explore how a new customer-facing portal can improve the resident experience. How can organisations shift control into the hands of the resident? Identifying faults, booking appointments and understanding how their property stands from a compliance perspective.



Full cycle experience

We explore how to connect the dots; from managing work orders, to report diagnostics, to passing things off to the supply chain - all from raise to resolution. What could the impact be on your operational efficiency, and how can customer satisfaction increase with improved autonomy?



First hand feedback

We explore how to set-up optimal feedback loops that collect the insights on the people that matter. How to ask the right questions, when to ask them, and what to do with the answers to drive real improvements.

Key dates

w/c August 31
Research & Insights

w/c September 14
Solution & Development

w/c October 5
Prototype Delivery

► Find out more

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ENTRY CRITERIA

We've got a few things we need from you.



Time commitment

We require the participation of the appointed senior stakeholder in every workshop. This is a time commitment of up to 2 days, as well as follow-up feedback discussions over a period of 7 weeks.



Engagement commitment

To produce the insights essential to a truly innovative solution, we need to talk with your team - and be introduced to at least 2 people from across your organisation from different BUs and levels.



Pilot commitment

Following the programme, we will commit to developing the prototype through to a product ready for trial. We expect that should we build a product that solves the challenges identified across the programme, cohort members will enter a pilot phase, committing a minimum of 1000 properties.

► Find out more

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GET IN TOUCH

We'd love to know some of the big things you're working on.

PropertyLab is a free but selective programme. If you feel that now is the time to bring about a step change in customer experience for the industry, and feel that you could commit to our entry criteria, we would love to hear from you.

Register by clicking the button below or email the team directly via propertylab@plentific.com

Register interest

