

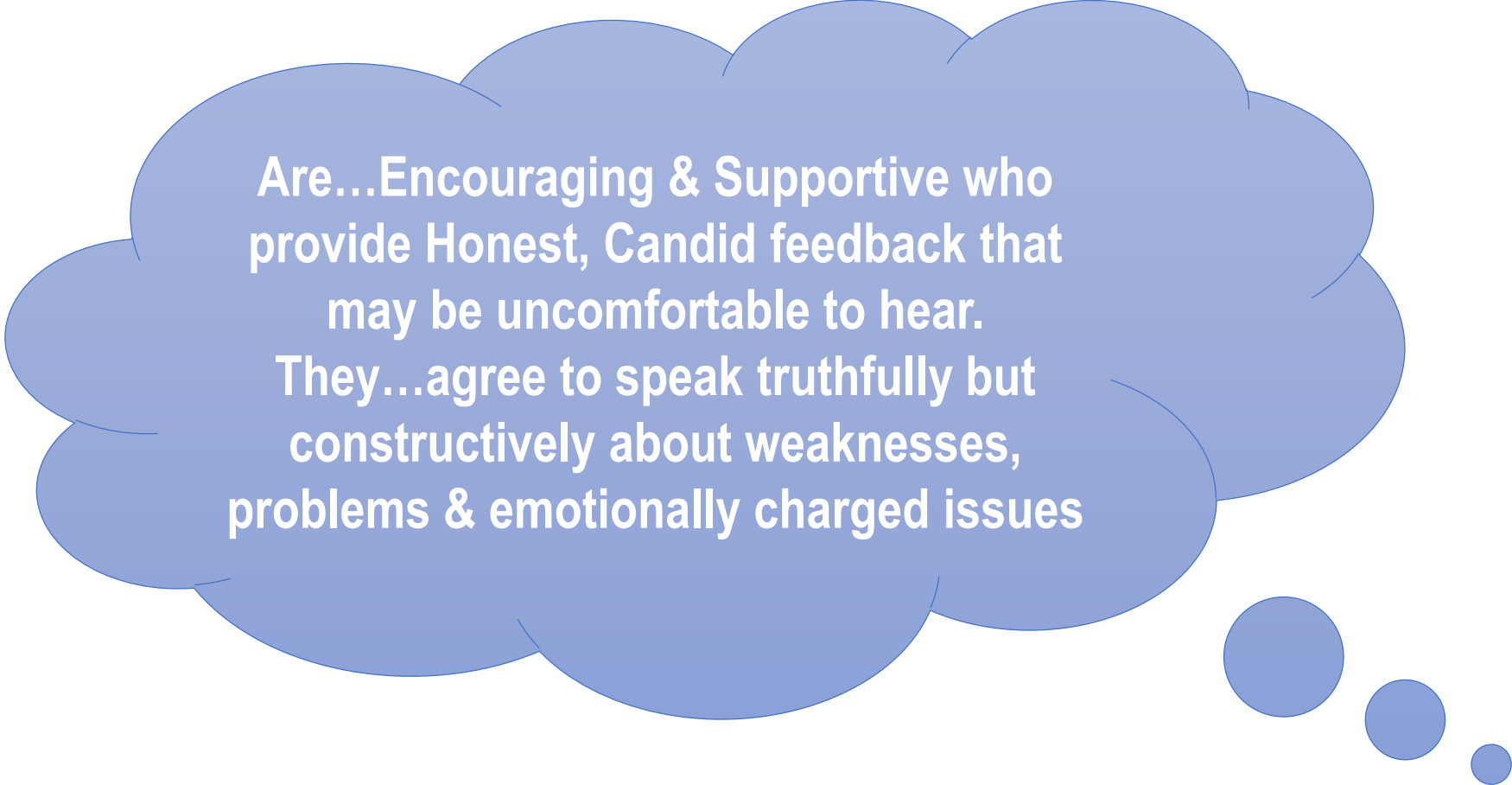
THE PRE-TENANCY CONVERSATIONS



Barry Marlow
Tony Smith



CRITICAL FRIENDS...



Are...Encouraging & Supportive who provide Honest, Candid feedback that may be uncomfortable to hear.
They...agree to speak truthfully but constructively about weaknesses, problems & emotionally charged issues

...CHECK, CHALLENGE and CO-OPERATE

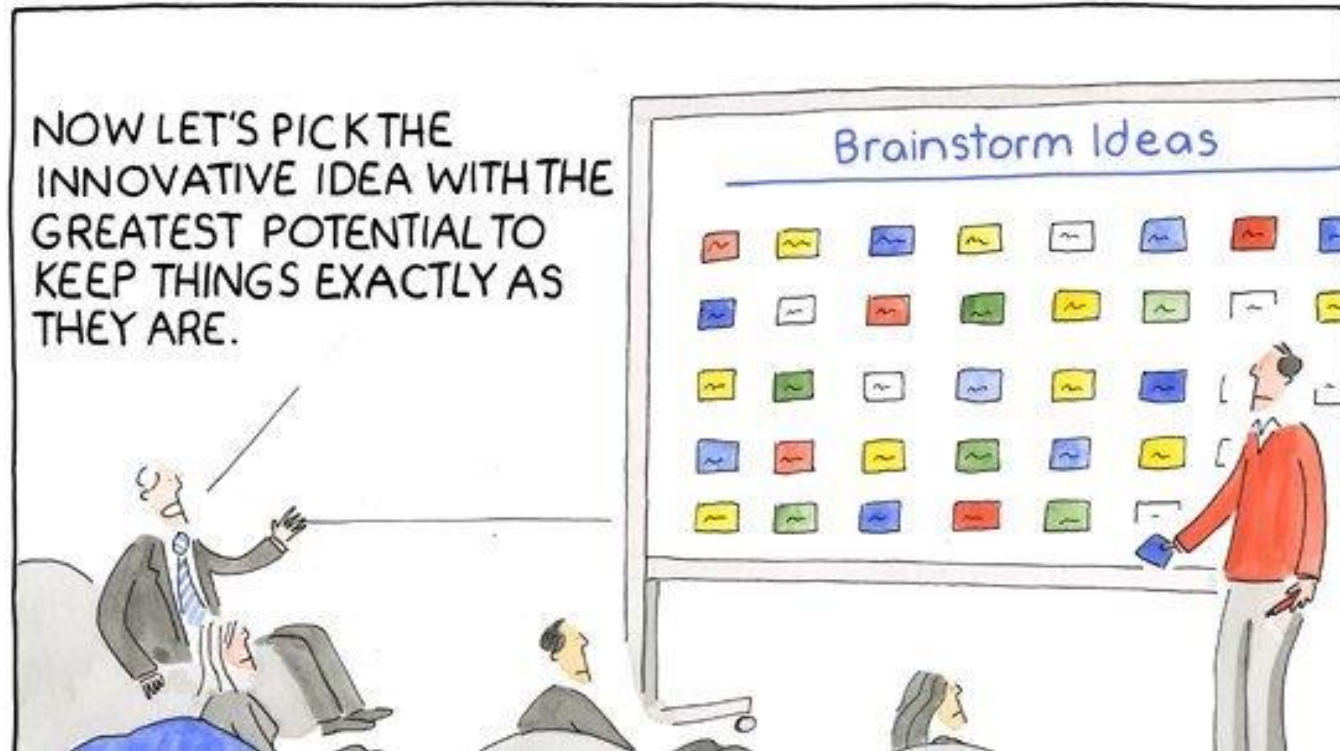


The Allocator 1982 The Processor

- **Very BUSY...era justified**
- **Control driven**
- **KPI heavy**
- **Speedy Blinkered**
- **No Collaborative working**
- **Customer??**
- **Service!!**
- **Processed People**
- **Meanwhile...17 years later...**



Innovative Pre Tenancy



The Be Brave spectrum

Innovative Pre Tenancy



- Allow a termination to be self-served, if account managed well
- Request for additional Shared Ownership
- Request to join transfer list
- Provide Apps to make it easy to carry out a mutual exchange
- Web chat or chat bot support
- Think differently!



We want to help more people find a home that's right for them -
that's why we've developed MoveMaker


For Tenants

OR

For Landlords



App Store 21:32 100%



MoveMaker

CREATE NEW ACCOUNT

hamsterheaven@hotmail.com ✓

..... ✓

.....

I agree with the MoveMaker Terms and Conditions and Privacy Policy

Let's go! >

App Store 21:34 100%



My Property

What type of property do you live in?

studio flat ✓

maisonette house bungalow

How many double bedrooms do you have?

0 1 2 3 4 5+ ✓

How many single bedrooms do you have?

0 1 2 3 4 5+ ✓

Number of bedrooms: 1

What floor is your home on?

.....

.....

<

App Store 21:35 100%

Does your property have?

Offstreet parking? YES

Central heating? YES

Balcony? NO

Private garden? NO

Shared garden? NO

Lift? NO

Playground nearby? NO

Shower? NO

Bath? NO

Pets allowed? NO


How much rent do you pay?

£ per week

don't know

<

App Store 21:35 100%



Bedroom calculator

This calculator helps us match you to properties for the number of people in your household. It's simple to use – enter the age and gender of everyone in your household. Where there are couples living in your household, list their details on the same row and connect them by selecting the heart

ADULTS

Age	Gender	Age	Gender
.....

+ Add more adults to household

CHILDREN UNDER 16

Age	Gender	Age	Gender
.....

+ Add more children to household

Does anyone need their own room because of a disability?

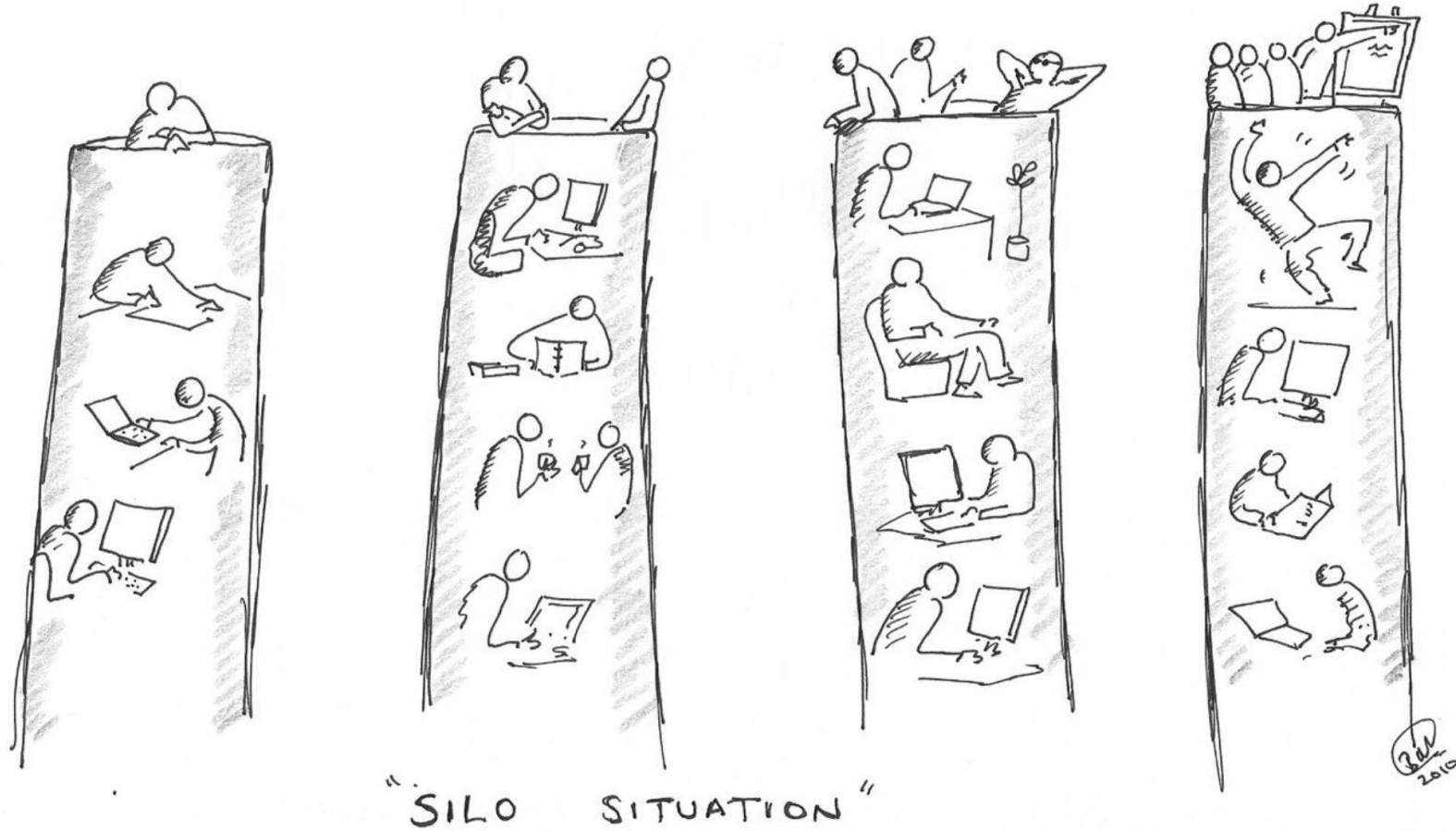
.....

Effective & Innovative Pre Tenancy



- Good self-service customers want to use
- Use a 3rd Party Web Partner
- Build it yourself
- Get suppliers to improve off the self solutions
- Think differently!

YEAR	LAUNCH	1964	1980	1996
1971	@	7	-	-
1985	.com	21	5	-
1991	www	27	11	-
1992	txt	28	12	-
1995	Amazon/Ebay	31	15	-
1996	Twitter	32	16	0
1998	Google	34	18	2
2003	Skype	39	23	7
2004	Facebook	40	24	8
2007	I-Phone	43	27	11
2010	WhatsApp/Instagram	46	30	14
2011	Snapchat	47	31	15
2015	Periscope	51	35	19
2020	Voice Recognition	56	40	24



**We need services designed as people need them
– not as we have learned to do them**

- [skip to navigation](#)

Property Information

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-
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-



-
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-
-
-

Address	Bright Street, Hawick, Roxburghshire, TD9 0JF
House Number	10E
Property Type	1 bed flat
Double bedrooms	1
Heating Type	Gas
Floor Level	Second
Level Access	No
Wheelchair Accessibility	None
Window Glazing	Double
Council Tax Band	A
Ref Number	120319
Availability	Available now
Rent, Including Service Charges	73.58
For local information	Click on 'View Property Location' button to get more local information
Energy Efficiency Rating	D

NOTES

Lots of wasted space on screen

- enlarge (doesn't click)
- internals / floor plan
- Communal / shared

PARKING
 ROOM SIZES
 ANIMALS



GOOGLE MAP ONLY

Can we think, like an estate agent?

Black Horse Close

Magenta Living is delighted to offer for rent this one bedroom end terraced bungalow in the popular residential area of West Kirby. NO DEPOSIT OR FEES



Can we think, like an estate agent?

Black Horse Close

Magenta Living is delighted to offer for rent this one bedroom end terraced bungalow in the popular residential area of West Kirby. NO DEPOSIT OR FEES



- Photograph it on a sunny day
- Move the bins
- Crop in, to show off the uPVC
- Modern Kitchen
- Equip staff with skills & apps to make our homes attractive
- Store it in EDRMS
- Think differently!

Better Void Inspections...On 1 form



- If you have many voids, consider scheduling for efficiency
- Record before (& after) images & video evidence
- Record (SOR) work to be done
- Materials needed
- Recharge info and evidence
- Consider partial stock condition to complete essential gaps
- Think differently!

Manage Voids with IOT



Smart Neighbourhood
@Broomhill

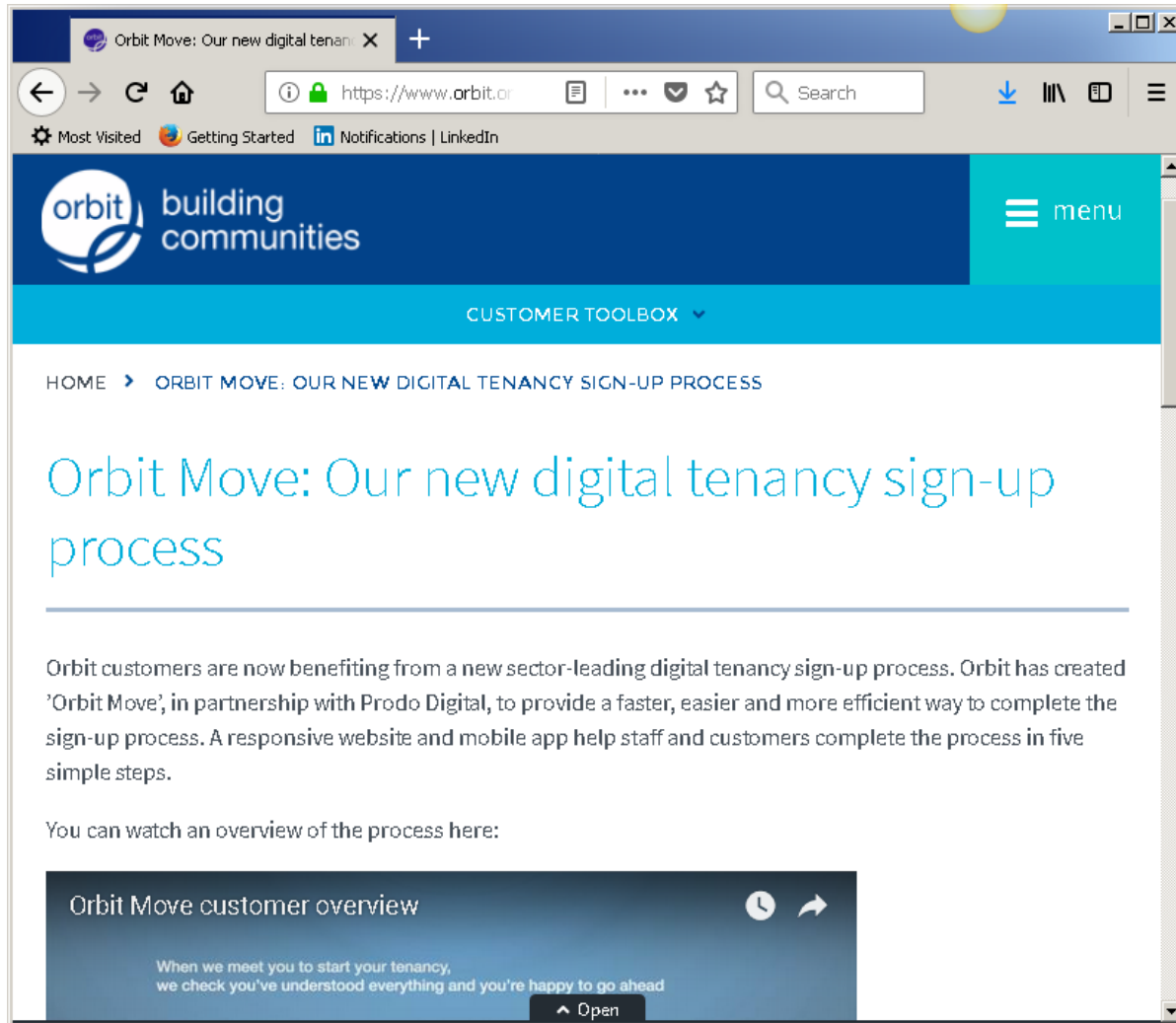
- If you have many voids, consider adding IOT sensors
- Dampness detectors (for leaks)
- Movement detectors (for unauthorised access)
- Substance & gas analysis (inappropriate use)
- Electrical & Gas supply (theft or inappropriate use)
- Remove once tenanted
- Think differently!

End to End Digital Lettings v1.0

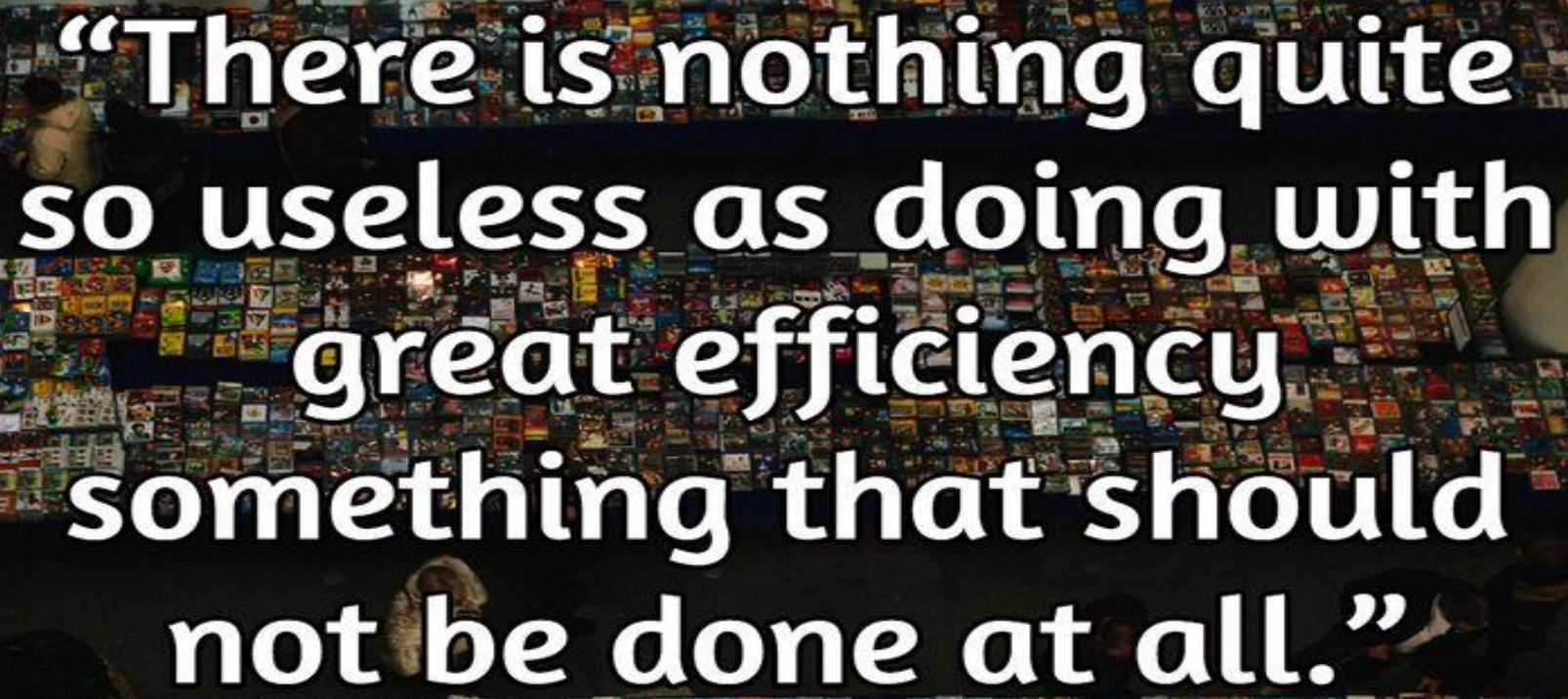


- Load Voids in Common Housing Register
 - Manually receive matches
 - Confirm details & certs etc
 - Manually create tenancy
 - Tenant sign up & keys
 - Join on-line portal
-
- Is there a better way?

End to End Digital Lettings v2.0 – Orbit Move



- Register & supply info only once
- Choose your home
- Make sure its affordable
- Go through induction (rights & responsibilities)
- Training
- Use on-line services for the new tenancy
- Think differently!



**“There is nothing quite
so useless as doing with
great efficiency
something that should
not be done at all.”**

—Peter Drucker

Innovate
Yourself.com

Do we focus on process at the expense of outcome?



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