

THE WORKMAN OCCUPIER PORTAL

A communications hub for occupiers and our management teams.

As part of our on-going commitment to develop our property management service and in order to facilitate greater communication with our clients and their occupiers, we are introducing a new occupier portal across our multi-let assets in association with Dwellant.

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Dwellant offers a communication, management and information platform which we believe will significantly enhance the interface between property managers and occupiers.

Following comprehensive research and development we have created a tailored occupier portal platform, which will provide a communications hub for occupiers and on-site and off-site property management teams. This will support the level of communication and activity required to create the environments, sense of community and ‘user-experience’ modern occupiers want. The platform has operated within the residential sector for some time and we have worked with Dwellant over the last 12 months to tailor it to our requirements suitable for commercial and mixed-use assets.

KEY BENEFITS

We believe this platform will provide numerous benefits to the property management service our clients and occupiers receive, including;

1. GREATER OCCUPIER ENGAGEMENT THROUGH ENHANCED COMMUNICATION

The web based portal allows occupiers to access key site- specific information relating to their building or estate or centre. The type of information that can be held includes tenant handbooks, service charge budgets/apportionments, building updates, opening times, contact details, events etc. Each building portal provides a platform for communication either with individual occupiers or as a group making it easier to keep occupiers informed of works and events or receive notifications from them of issues to deal with. All communication is logged which makes for a very clear history of events if needed.

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2. A PLATFORM TO CREATE A COMMUNITY FORUM

The system also has the capability of being linked to social media, so the management team can promote events and activities to occupiers and their staff to extend reach to a much wider audience. We also see the platform as an important tool to help deliver Health and Wellbeing services to occupiers. The system is capable of hosting any number of different user groups, so as well as communicating about operational or facilities issues it can also reach out to all occupiers of a building to invite staff to a range of health, fitness, charitable, food and wellbeing events.

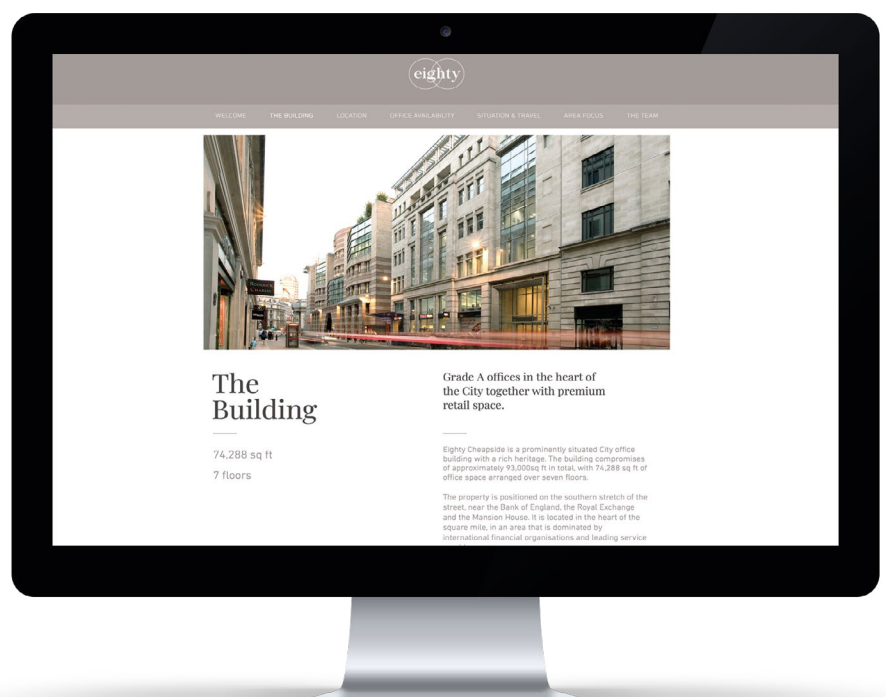
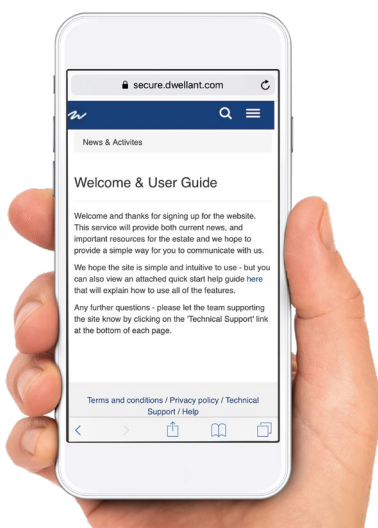
For assets within a larger portfolio, we have the ability to link pages on one site with other properties within that portfolio encouraging interaction between centre management teams to promote discussions on marketing events, tenant initiatives, sustainability and other projects.

3. EFFICIENCIES IN 'BACK-OFFICE' ADMINISTRATION

The process enhancements and task management tools embedded in the system will greatly improve the productivity of property managers by streamlining and standardising workflows in areas such as inspection, site services, contractor management and supplier payment. For example, Dwellant provides an intuitive on-line invoice approval platform. The streamlined workflows within the system will reduce the time spent in administering supplier payments, reducing errors and freeing up property managers to devote more time to occupier-facing activities.

4. CENTRALISED CONTRACTOR MANAGEMENT TO ENSURE COMPLIANCE

Increased legislation in this area in recent years has resulted in us applying strict controls on our supply chain used for the provision of site services. CDM Regulations, Modern Slavery, Bribery Act, Health and Safety and Sustainability are all areas where suppliers need to demonstrate compliance and this system enables the required paperwork to be requested and collated centrally and stored for audit purposes. This will in turn facilitate improved response times from suppliers as the administration and paperwork required in instructing works is streamlined without a loss of control.



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5. EASE OF INTEGRATION TO OTHER MANAGEMENT SYSTEMS

The system is currently linked to our Tramps management database will be linked to Yardi and Horizon. Occupiers can therefore access their own tenancy and accounts records with access to accounting information restricted to their own ledgers and only by approved individuals within each tenant organisation. All the data held on the portal can be vetted by the property manager so that the occupiers only have access to specific information pre-approved for their attention.

6. GREATER INTEGRATION OF MANAGEMENT TEAMS

By using one portal to communicate with occupiers and manage suppliers, we believe the implementation of Dwellant will further enhance the integration of our on-site and off-site teams along with our supply chain, to provide a seamless Workman standard across the assets using the system, which will greatly benefit both clients and occupiers.

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GET IN TOUCH

For further information about the implementation and benefits of our Dwellant occupier portal, please contact either the relevant Client Partner or Piers Chapman, who will be happy to discuss the implementation of the system further.



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