

 PROPSYS 360
Powered by Neo Technology



Lot 2b: Software as a Service

Propsys360 - Integrated Housing Management and
Case Management Platform



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Introduction

Propsys360 is a comprehensive housing management and case management service designed to support organisations responsible for the ownership, management and operation of housing stock. The service is intended for use in environments where service continuity, regulatory compliance, data integrity and evidential auditability are critical to organisational performance and reputation.

The service provides a single, integrated platform for managing people, properties, assets, compliance activity, repairs, service charges and customer interactions. Propsys360 replaces fragmented systems and manual processes with a structured, auditable operating model that supports consistent service delivery and informed decision-making at both operational and executive levels.



Service Purpose and Objectives

The primary purpose of Propsys360 is to enable housing providers to deliver safe, compliant and efficient housing services while maintaining robust governance and oversight.

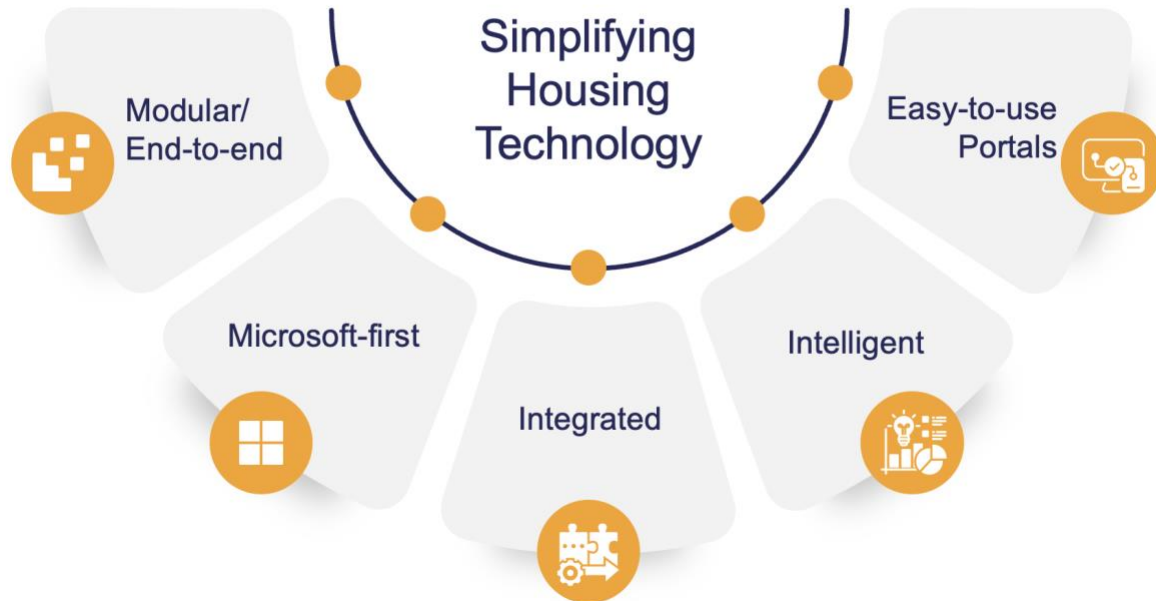
The service is designed to support the following objectives:

- Clear and continuous visibility of housing operations and asset safety
- Timely identification and management of operational and compliance risks
- Consistent handling of customer interactions and statutory cases
- Evidential audit trails supporting internal assurance and external scrutiny
- Improved data quality, integrity and organisational confidence

Propsys360 supports both day-to-day operational delivery and longer-term strategic planning by ensuring that information is accurate, accessible and traceable.



What is Propsys360?



Service Scope

Propsys360 operates as a modular but unified service. All functional areas operate on a shared data model, security framework and audit capability, enabling organisations to adopt functionality incrementally without introducing data duplication or system fragmentation.

The service scope includes, but is not limited to:

- People, household and contact management
- Property and asset hierarchy management
- Tenancy, lease and occupancy management
- Repairs and maintenance management
- Contractor and supplier management
- Asset safety and statutory compliance
- Service charge management
- Customer interaction and case management
- Reporting, analytics and data integration





People, Property and Tenancy Management

Propsys360 maintains structured records for people, households and associated relationships. The service supports configurable property hierarchies, enabling organisations to represent estates, blocks, buildings, dwellings and components in a way that reflects their operational and reporting requirements.

Tenancy and occupancy history is retained in full, including changes to tenure, household composition and occupancy status. All changes are time-stamped and auditable, supporting legal, regulatory and operational requirements.

The service enables organisations to understand the relationship between people, properties and assets at all times, providing a reliable foundation for service delivery and decision-making.

Repairs and Maintenance Management

Propsys360 supports the full lifecycle of responsive, planned and cyclical repairs. Repairs can be initiated through multiple channels and are managed through structured workflows that support prioritisation, approval, scheduling and escalation.

Work orders are linked directly to properties, assets and components, ensuring that repair activity contributes to an accurate understanding of asset condition and compliance status. Contractor activity, completion evidence and costs are captured and retained as part of the permanent service record.

The service is designed to reduce delays, prevent missed obligations and support clear accountability across internal teams and external contractors.

Contractor and Supplier Management

The service enables organisations to manage third-party contractors and suppliers in a controlled and auditable manner. Contractor records include accreditation, compliance status, contract rules and performance history.

Repairs and works are allocated in accordance with defined rules, and performance is



monitored against agreed service levels. The service supports evidencing of contractor activity, variations and outcomes, reducing reliance on manual tracking and offline documentation.

Asset, Safety and Compliance Management

Propsys360 provides centralised management of statutory and non-statutory compliance activity. Safety records are maintained at asset and component level, supporting a clear and current view of compliance status across the housing portfolio.

The service supports compliance areas including gas safety, electrical safety, fire safety, asbestos, water hygiene and building safety. Inspection outcomes, remedial actions and certification are retained as part of the permanent asset record. Real-time visibility of compliance status enables proactive risk management and supports organisational assurance.

Service Charge Management

Propsys360 supports the configuration, administration and reporting of service charges. Charge structures, apportionment rules, budgets and actual costs are managed within the service, supporting transparency and consistency.

Service charge records are linked to properties, tenures and financial data, enabling organisations to respond effectively to queries, disputes and reviews.

Customer Interaction and Case Management

Propsys360 provides advanced, housing-specific case management that underpins the delivery of consistent and compliant customer services. The service supports more than eighty distinct housing interaction types, each managed through a structured lifecycle.

Cases are linked to people, properties, assets, repairs and compliance activity, ensuring that information is not siloed and that decisions are made with full context.

Core case types supported include, but are not limited to:

- Damp and mould investigations and remediation tracking
- Repairs follow-up and service failure cases
- Complaints and disputes
- Anti-social behaviour cases
- Safeguarding and vulnerability cases
- Tenancy changes, succession and assignments
- Service charge enquiries and disputes
- Building safety and fire risk cases
- Ombudsman, councillor and elected representative enquiries
- Voids, decants and temporary accommodation support

Case workflows support automated routing, prioritisation, escalation and statutory timeline tracking. All actions, communications and outcomes are retained as evidential records.

Reporting, Analytics and Insight

Propsys360 provides configurable reporting and dashboards to support operational management, organisational oversight and governance. Reports can be filtered by service area, property, risk category and time period.

Data can be exported to support further analysis, audit activity and external reporting. The



service is designed to provide confidence in the accuracy and completeness of reported information.

Integration and Interoperability

Propsys360 is designed to integrate with other organisational systems through secure and documented interfaces. The service supports data exchange with finance systems, CRM platforms, document management systems, payment services and third-party applications.

Integration design prioritises data integrity, security and auditability, ensuring that Propsys360 remains the authoritative system of record where required.

Service Delivery, Hosting and Resilience

The service is delivered as a cloud-hosted solution using UK-based infrastructure. The service includes monitoring, backup and recovery processes designed to support service continuity.

Separate environments are provided to support live operations, testing and training activities. Recovery procedures are documented and tested to ensure service resilience.

Security, Data Protection and Governance

Propsys360 is designed with security and governance as foundational principles. The service implements role-based access control, segregation of duties, encryption of data in transit and at rest, and comprehensive audit logging.

Customer data remains the property of the organisation. The service supports secure data export to facilitate transition or exit where required.

Implementation and Onboarding

Implementation follows a structured approach designed to minimise risk and disruption. Activities typically include discovery and configuration workshops, data migration and validation, user training and controlled go-live support.

This approach supports effective adoption and continuity of service.

Constraints and Assumptions

Propsys360 is delivered as a configurable platform. Bespoke development is managed separately to ensure platform stability, security and maintainability. Configuration changes are controlled to protect data integrity and service performance.

Regulatory and Operational Risk Scenarios Supported

Propsys360 is designed to reduce organisational risk by addressing common regulatory, operational and service-delivery failure scenarios observed within housing organisations. The service supports early identification, active management and evidential resolution of these risks through integrated data, workflows and audit controls.

The following scenarios illustrate how the service supports risk mitigation and assurance.

Damp and Mould Risk Management

Damp and mould cases represent a significant health, safety and reputational risk if not identified, tracked and resolved within defined timeframes.



Propsys360 supports damp and mould risk management by:

- Enabling damp and mould to be raised as a distinct, high-priority case type
- Linking cases directly to properties, assets, inspections and repairs activity
- Tracking investigation, diagnosis, remedial works and follow-up actions
- Enforcing escalation rules where actions are delayed or incomplete
- Retaining evidential records of decisions, inspections, communications and outcomes

This ensures that damp and mould cases are managed proactively and that the organisation can demonstrate timely, structured and accountable handling.

Missed Statutory Compliance Risk

Failure to complete statutory inspections or remedial actions within required timeframes presents legal and safety risks.

Propsys360 mitigates this risk by:

- Maintaining compliance records at asset and component level
- Providing real-time visibility of compliance status and upcoming expiries
- Linking missed inspections to risk alerts and follow-up actions
- Recording completion evidence and certification against the permanent asset record

This supports early intervention and reduces the likelihood of compliance breaches.

Repairs Service Failure and Escalation

Unresolved or poorly managed repairs can lead to complaints, escalation and regulatory scrutiny.

Propsys360 addresses this risk through:

- Structured repair workflows with prioritisation and approvals
- Direct linkage between repairs, assets, contractors and customer cases
- Automated escalation of overdue or failed repairs
- Retention of communication and decision history

This enables organisations to identify service failure early and take corrective action.

Complaints Escalation and External Scrutiny

Failure to manage complaints consistently and transparently increases the risk of escalation to ombudsman, councillor or elected representative involvement.

Propsys360 supports complaint management by:

- Managing complaints through defined case lifecycles
- Tracking responses, outcomes and timescales
- Linking complaints to underlying repairs, assets or service issues
- Retaining full audit trails of correspondence and decisions

This enables organisations to evidence fair, timely and proportionate handling.

Safeguarding and Vulnerability Risk

Housing organisations have responsibilities to identify and manage safeguarding and



vulnerability concerns.

Propsys360 supports this by:

- Allowing safeguarding and vulnerability to be recorded as structured case types
- Linking cases to household, property and service delivery data
- Controlling access to sensitive information through role-based permissions
- Retaining clear audit trails of actions and referrals

This supports appropriate handling while maintaining confidentiality and accountability.

Building Safety and Risk Case Management

Building safety issues require coordinated management across inspections, remediation and communication.

Propsys360 supports building safety risk management by:

- Recording safety risks against buildings and components
- Linking safety cases to inspections, works and compliance actions
- Tracking progress and outstanding actions
- Providing a consolidated view of building-level risk status

This enables consistent oversight and reduces reliance on manual tracking.

Contractor Accountability and Assurance

Failure to evidence contractor activity and outcomes presents both operational and regulatory risk.

Propsys360 mitigates this risk through:

- Capturing contractor assignments, actions and completion evidence
- Linking works to assets, repairs and compliance outcomes
- Retaining performance history and variation records
- This supports clear accountability and defensible decision-making.

Data Integrity and Audit Readiness

Inconsistent or incomplete data undermines organisational confidence and assurance.

Propsys360 supports data integrity by:

- Operating a single shared data model across services
- Enforcing structured workflows and mandatory data capture
- Maintaining comprehensive audit logs of user and system activity

This ensures that the organisation can demonstrate control, consistency and traceability.

Governance and Executive Assurance

Senior leadership requires confidence that operational activity aligns with policy, regulation and risk appetite.

Propsys360 supports executive assurance by:

- Providing real-time dashboards and exception reporting
- Highlighting overdue, high-risk and escalated cases



- Supporting management reporting and evidential review

This enables informed oversight and timely intervention.

Summary

Propsys360 is an integrated housing management and case management platform designed to support organisations operating complex housing portfolios in highly regulated environments. The service brings together housing operations, asset and compliance management, repairs, service charges, customer interactions and data governance within a single, unified operating model.

At its core, Propsys360 is designed to reduce organisational risk. It replaces fragmented systems, manual tracking and disconnected workflows with structured processes, shared data and comprehensive audit trails. By linking people, properties, assets, repairs, compliance activity and cases, the service ensures that decisions are made with full context and that actions are traceable, defensible and evidential.

The platform supports the full lifecycle of housing delivery, from tenancy and asset management through to repairs, contractor accountability and customer engagement. Advanced, housing-specific case management underpins the service, enabling consistent handling of more than eighty distinct interaction types, including damp and mould, complaints, safeguarding, building safety, service failures and external scrutiny. Case workflows are designed to enforce prioritisation, escalation and statutory timelines, ensuring that risks are identified early and managed proactively.

Propsys360 is built to support both frontline delivery and executive assurance. Operational teams benefit from clear workflows, real-time status visibility and reduced administrative burden, while senior leadership gains confidence through accurate reporting, exception management and auditable records. The service enables organisations to demonstrate control over compliance, service standards and contractor performance, even under external review or investigation.

Delivered as a secure, cloud-hosted service using UK-based infrastructure, Propsys360 incorporates robust security controls, data governance and resilience measures. Integration capabilities allow the platform to operate alongside existing systems while maintaining a clear system of record where required.

By embedding regulatory awareness and risk management directly into day-to-day operations, Propsys360 supports safe homes, consistent service delivery and confident decision-making. The service is designed not only to support compliance, but to strengthen organisational resilience, accountability and trust over the long term.

