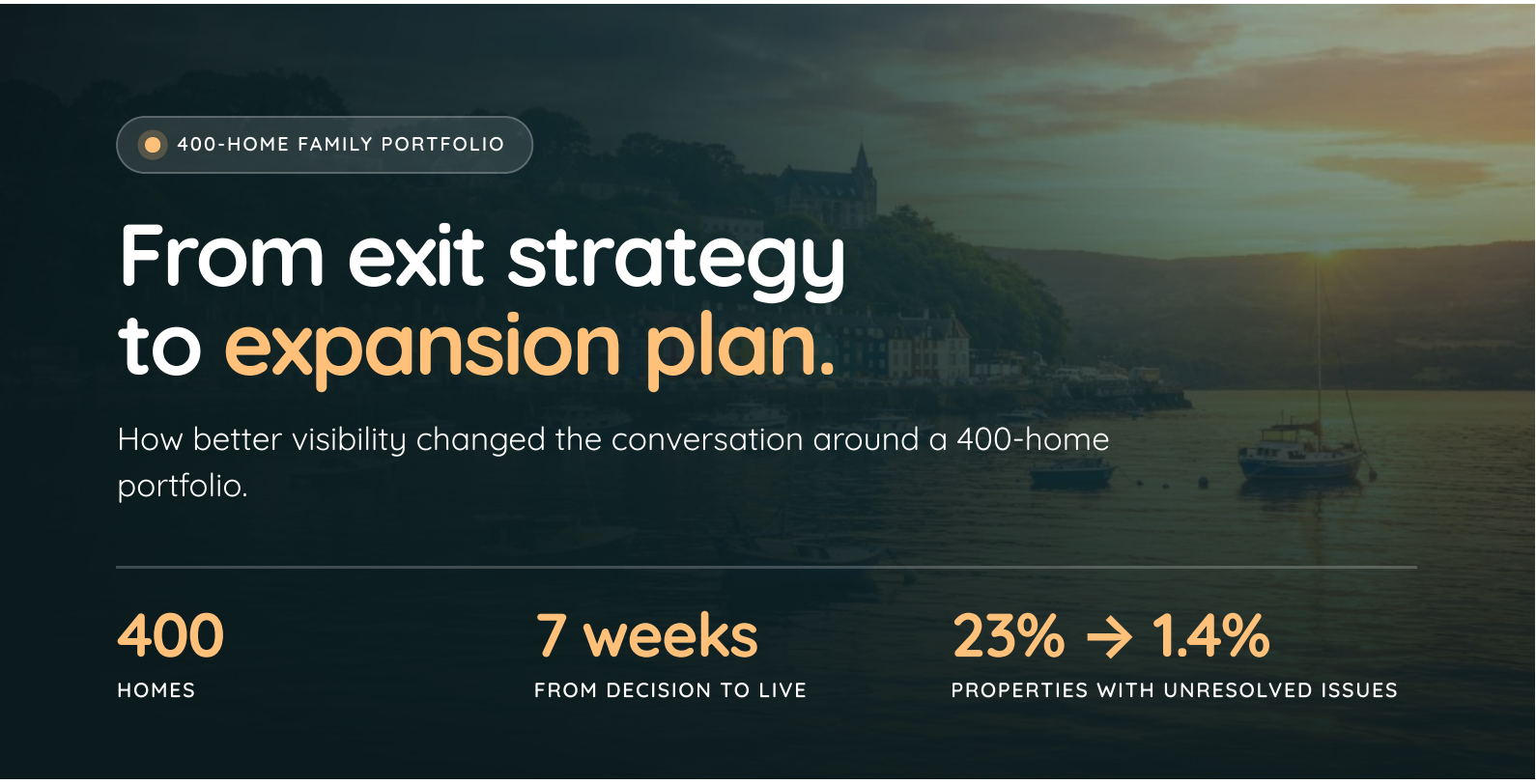

400-HOME FAMILY PORTFOLIO

From exit strategy to expansion plan.

How better visibility changed the conversation around a 400-home portfolio.

400
HOMES

7 weeks
FROM DECISION TO LIVE

23% → 1.4%
PROPERTIES WITH UNRESOLVED ISSUES

THE SITUATION

The problem wasn't the portfolio. It was visibility.

A 400-home portfolio had grown over four decades — and so had the complexity of managing it.

Some properties were managed in-house. Others were looked after by local letting agents. Maintenance requests were spread across spreadsheets, emails, phone calls and WhatsApp, while compliance information sat in different places.

> **The problem wasn't that people weren't doing their jobs. It was that nobody could see the whole picture.**

When the portfolio was properly audited, 23% of the properties had at least one unresolved maintenance issue. Some had been partly dealt with, some were still being chased, and in other cases there simply wasn't a clear record of what had happened.

That lack of visibility had become serious enough for the family to start questioning whether they wanted to remain in residential property at all.

23%
of properties had at least one unresolved maintenance issue

"I kept asking for a single view of compliance across the portfolio. Nobody could give me one.

THE RESOLUTION

One place to see what was happening.

Nestsen brought maintenance, communication, contractors and compliance into a single operational view.

7 weeks

from decision to go-live across the portfolio

- Maintenance requests and tenant communication
- Contractor activity and appointments
- Compliance dates and property history
- A clear record from report to resolution

For the first time, the family could see:

- ✓ what was open
- ✓ what needed attention
- ✓ who was responsible
- ✓ what had already happened

No more reconstructing the story afterwards.

THE OUTCOME

The numbers changed. So did the conversation.

Six months after go-live, the portfolio looked very different.

11 → 2.4 days	23% → 1.4%	98.2%	94%	89%
Average maintenance response time	Properties with unresolved issues	Certificate compliance	Damp & mould cases closed with evidence	Tenants registered through WhatsApp

But perhaps the most interesting result wasn't one of the numbers.

The family had been discussing selling the portfolio. Once they could actually see what was happening across it — and had the evidence to demonstrate it — that conversation changed.

They're now discussing buying more properties.

> "We thought we needed to get out. What we actually needed was to see what we had. Nestsen gave us that, and once we could see it, we could manage it.
>
> PATRICK · FINANCE DIRECTOR

Sometimes the problem isn't the portfolio. It's not being able to see what's happening inside it.

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