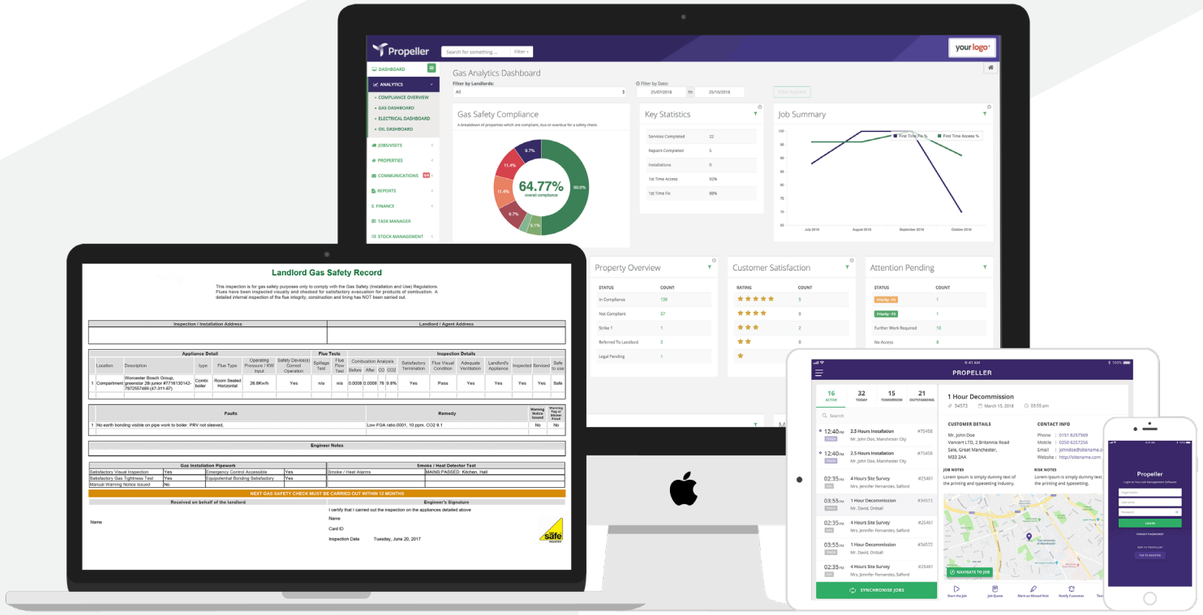


Propeller powered

Workforce Management & Compliance Solutions

Take Control of **Repairs, Maintenance & Compliance**



Cloud-based job management and compliance software tailored for housing providers

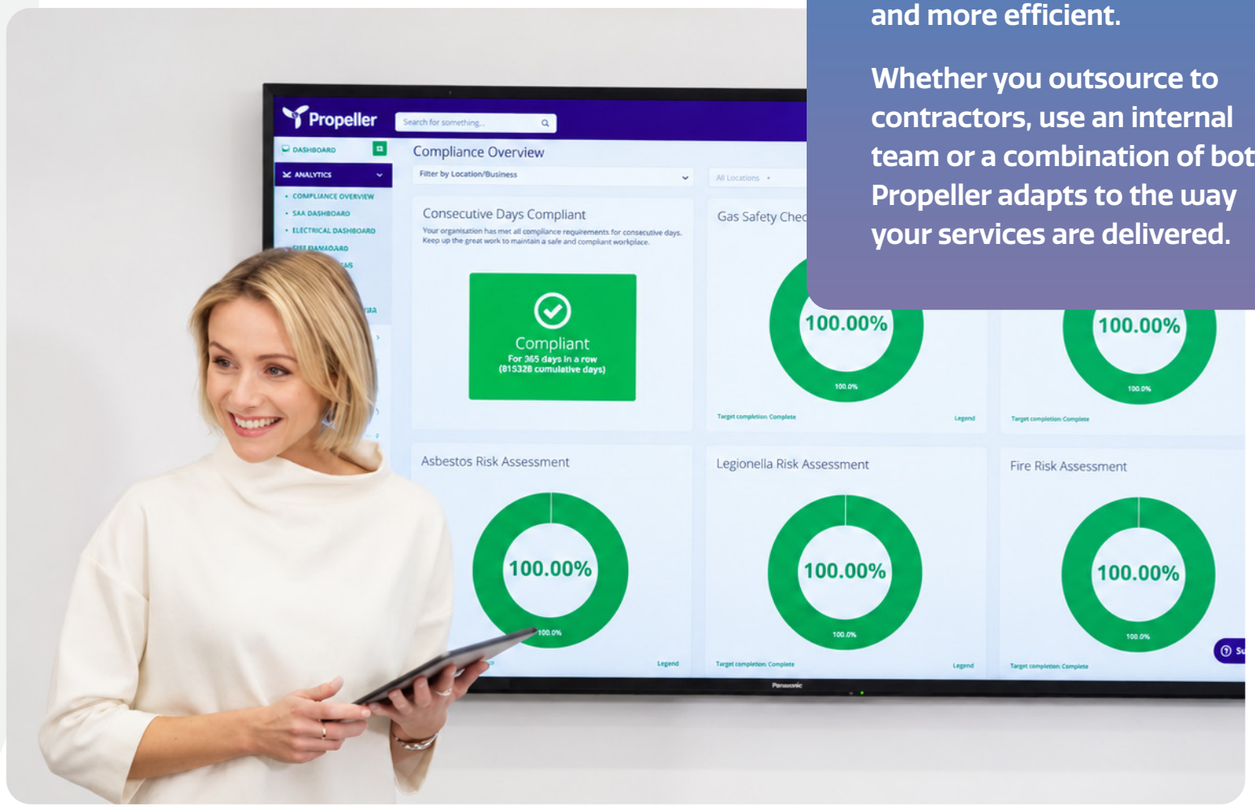
Propeller provides one platform to make repairs, maintenance and compliance management faster, smarter and more efficient.

Whether you outsource to contractors, use an internal team or a combination of both, Propeller adapts to the way your services are delivered.

Designed with housing providers in mind, our technology:

- Supports a wide range of compliance activities, from regulatory certification to fire door inspections
- Streamlines repairs and maintenance operations
- Reduces manual processes and administration
- Schedules work intelligently to reduce missed visits and no-access
- Gives you a real-time view of compliance and outstanding actions
- Makes reporting to Boards and evidencing to the Regulator simple
- Keeps you in control, even when work is outsourced
- Connects with your existing systems to keep data accurate and up to date
- Evolves to meet the housing sector's needs with features in the pipeline to manage planned maintenance, complex works and voids





Why Propeller?

We're more than a software provider

We don't just supply software. We partner with our clients from the outset to ensure smooth implementation and ongoing success. As an experienced, agile team, we're responsive, adaptable and committed to going the extra mile.

Whether you want to mobilise a new system within weeks or add new functionality to an existing platform, we work with you to meet your needs. We're open and transparent – and never over promise.

We understand housing

With decades of specialist housing experience, we understand the sector's challenges. As evolving regulation, including the Social Housing (Regulation) Act and Awaab's Law, add to administrative and operational pressures, Propeller provides the tools housing providers need to meet new requirements and ensure the best possible service for tenants.

A true Software as a Service (SaaS) model

Propeller is delivered as a true SaaS solution, so hosted for you safely and securely. We manage the infrastructure, security and updates, and can add new functionality as your needs evolve. That means faster mobilisation, lower implementation costs and no requirement for specialist IT skills.

We don't stand still

As legislation and client expectations change, we continually invest to develop our software, launching new features and functionality that help housing providers stay compliant and productive.



> **I'm really proud of what we've achieved with Propeller and the impact it's had on our organisation. We've transformed manual compliance processes into a structured, visible and professional system that's given both our team and our Board complete confidence in our approach."**
>
> Health, Safety & Compliance Manager, Hundred Houses Society

What our clients say about us

> **The onboarding was excellent and exceeded our expectations. The Propeller team was very communicative throughout. They guided us through every stage and were there in person during mobilisation which made a huge difference. It only took three months for the software to go live which was earlier than we'd planned.**
>
> **Our workforce has taken to the new software quickly, and it's already helping us to be more efficient and reduce manual processes. Importantly, it also supports our operational goals by recording accurate work times and other job-related costs, helping us to demonstrate value for money."**
>
> Operations Manager at APS, in-house contractor for Leeds Federated Housing Association

> **With 10% of Jersey's population living in an Andium home, we continuously seek to innovate and drive efficiency. Our long-term partnership with Propeller is key to this, helping us to fulfil our commitment to delivering safe homes for our clients."**
>
> Regulatory Assurance Lead for Andium Homes

> **From day one, Propeller demonstrated they understood our needs and bought into our ateb customer-led DNA. Their style of agile 'get things done' service delivery was particularly beneficial when we needed to collaboratively design and build robust solutions. Since implementing, Propeller has provided our operational teams with a powerful and expandable system to effectively manage the group's multiple compliance programme of works. From an assurance perspective, we now have a real-time view of compliance outcomes helping us to know we are keeping our customers safe in their homes."**
>
> Chief Executive of ateb

What Propeller can do for you

Transform compliance management

Managing compliance data shouldn't mean relying on spreadsheets or piecing information together from multiple sources. Propeller brings everything into one dashboard, so you always know your compliance status, whether work is delivered by your own teams or outsourced to contractors.

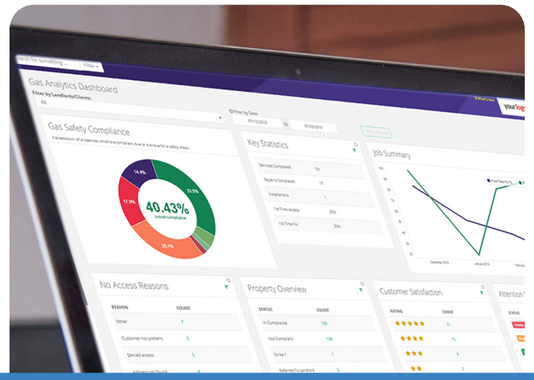
Contractors update jobs and property information in real time through Propeller's mobile app and self-service portals, feeding straight into your dashboard so you can track progress and outcomes as they happen.

To streamline efficiency further, Propeller can be configured to send and receive data from other systems such as housing management software, finance platforms, and contractors' own tools, often in real time and with built-in validation, improving data integrity.

Action Hub

The Propeller Action Hub brings outstanding actions from inspections, service plans and compliance activities into one place. Actions can be raised manually or triggered automatically by defined events, then assigned and tracked through to completion.

From identification through to resolution, you can see exactly what's outstanding, underway and been closed off, so nothing slips through the net.



- Drill down into property, inspection and compliance data
- Track outstanding actions, including overdue service checks
- Maintain a clear, defensible record of compliance tasks
- Automate data flow to every stakeholder
- Keep control of work and evidence, however it's delivered
- Report to the Board with confidence

Enhance workforce efficiency

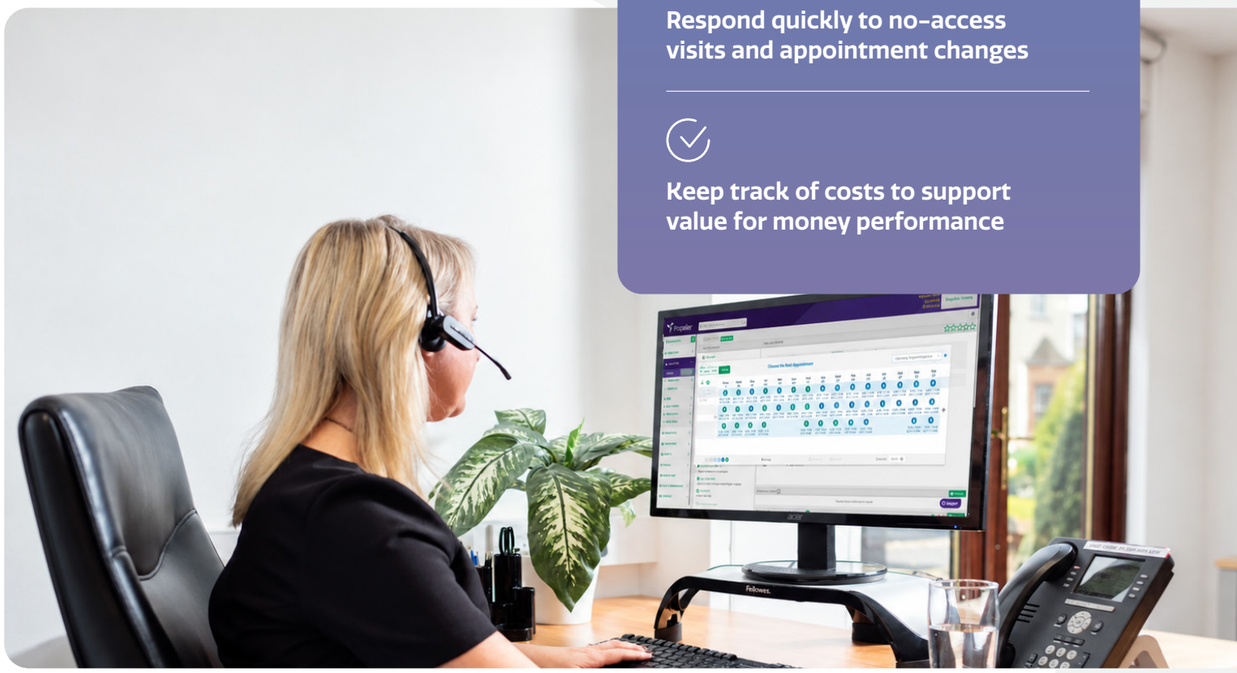
Propeller's integrated workforce management solution helps housing providers co-ordinate repairs, maintenance and compliance work across in-house teams, contractors, or a mix of both.

The technology tackles the challenges of managing no-access visits and missed appointments and supports wider compliance activities, including fire door inspections and fire alarm testing.

For high volume work, intelligent scheduling allows thousands of appointments to be booked in seconds, up to three months ahead, with jobs automatically allocated by priority, skillset, location and workforce availability.

Job costings, including time, travel, labour and materials, can be linked automatically to finance software, making it easier to spot tasks that overrun or material overuse.

- Plan work around your available workforce
- Improve workforce utilisation and productivity
- Reduce administrative and travel costs
- Offer tenants appointments you can confidently fulfil
- Respond quickly to no-access visits and appointment changes
- Keep track of costs to support value for money performance



Smarter tools for better compliance

In response to the housing sector's evolving needs, we continually innovate to bring new features to the Propeller platform.

Our latest innovations include:



Service-led scheduling

To improve servicing performance across large social housing portfolios, this feature builds on our intelligent scheduling functionality. It works backwards from each service due date to automate appointments for gas and electrical servicing, helping to reduce administration and no-access visits.

Details such as when appointments should be booked, how missed visits are managed, and the notice period for rescheduling, are configured within the platform to create a service plan. If access is not gained, the system automatically schedules the next visit within your permitted window.

Integrated postal service

Propeller can be tailored to bulk-mail housing safety correspondence with a full audit trail. Thousands of documents, including compliance-related letters, can be generated within our platform and instantly sent to Postworks for printing and fulfilment, eliminating the need to export files, transfer documents to external mailing houses or manage manual posting processes.

The service is also designed to reduce environmental impact. Postworks operates as a 100% carbon-neutral platform and plants 11 trees for every 10 used, aligning with Propeller's environmental values, which saw us certified carbon-neutral by ClimatePartner in 2020.

Harnessing AI across the workflow

We are developing AI-powered features to streamline processes that were once hard to improve.

We already use AI to give housing providers clearer insight into their compliance documentation and data after a property has been inspected. Taking this a step further, we're bringing AI into the process earlier to confirm work and documentation have been completed correctly before an engineer leaves site. New features currently under development will mean fewer costly re-visits and a faster quality assurance process.



"The Propeller team had great values and behaviours from the word go. Working in partnership with our project team, they made sure the solution was flexible enough to meet our needs and could work on the ground without any constraints. The solution has provided a robust inspection system for our fire doors as well as an auditable register."

Director of Property Services at LiveWest

Streamline fire door safety checks

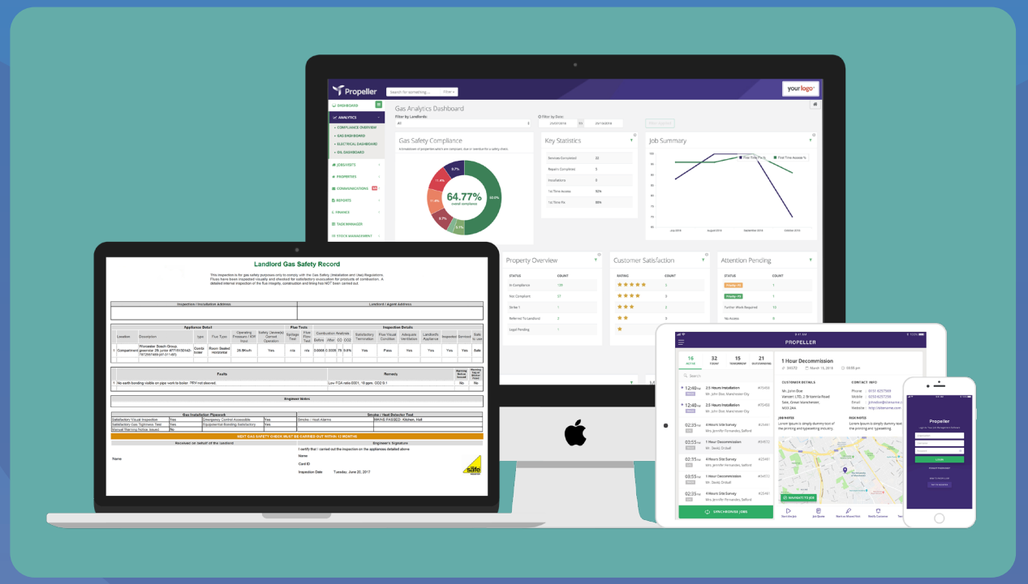
- Identify doors in seconds using unique QR codes
- Set and manage inspection plans
- Record inspections and photographic evidence
- Track condition and maintenance history
- Identify non-compliant assets
- Report on fire door compliance across your stock

In response to the Fire Safety (England) Regulations 2022, our Prop-FS software enables fire door checks to be carried out quickly and effectively while creating an auditable trail and more transparency.

The technology maintains a digital record for every fire door, including its location, condition, images, inspection history and maintenance record. Unique QR codes identify individual doors in seconds and inspections can be completed through the Propeller app or your own inspection reports, on cycles set to suit your requirements.

Every report and photograph is time and date-stamped and stored against its asset, so you always have a clear, defensible record. The app works fully offline too, so inspections aren't held up by poor signal in the building.





Technology built for the demands of social housing

Propeller is designed to support the day-to-day realities of managing repairs, maintenance and compliance across housing portfolios of all sizes.

Whether your stock is managed in-house, through contractors, or a mix of both, Propeller keeps you compliant, productive and in control.

Talk to us about how Propeller can support your compliance obligations and take the pressure off your teams.

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hello@teampropeller.co.uk

propellerpowered.co.uk/social-housing



Propeller powered

Workforce Management & Compliance Solutions

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