



brought
to you by



Explore the seamless integration of iProperty Cloud's 11 apps into one connected housing management platform.



iProperty Cloud

is a fully connected housing management platform with ready-to-use, pre-built, and fully configurable processes, allowing you to go live in a matter of months, not years.





A Recognition from Microsoft



“ Our Microsoft team worked closely with **TechLabs London** during the development of Copilot in Dynamics 365 Field Service, and their input helped **shape the generative AI capabilities** for the benefit of facilities clients. To enable the frontline to go from issue to resolution in just a few clicks, they are fully embedding Copilot into their **iProperty Cloud** product, built on the Microsoft Dynamics platform. ”



Matt Hiding,
Principal Product Manager, Microsoft

Success Stories



Implementing Contact Centre (CCaaS) with voice at Vivid - one of the first in EMEA.

Selected by Microsoft as a Global Success Case Study for Microsoft Digital Contact Centre.

[Read Case Study](#)



Microsoft Digital Contact Centre Success Story

HCA needed a centralised digital record for resident interactions, to help with severe operational friction, unmanaged call routing, and frequent dropouts.

[Read Case Study](#)



3-Year digital transformation programme with Raven Housing Trust in UK.

Winning 3 awards, the Golden Award for Customer/Tenant Services at the UK Housing Tech Awards 2024 in partnership with Raven Housing Trust. Another award was achieved through our Customer Portal at the Housing Digital Awards 2023.



[Read Case Study](#)



Implementing sales module in 10-weeks.

As part of a wider digital transformation programme, Sales module implemented in just 10-week.

[Read Case Study](#)



The iProperty Cloud Platform is built on **4 Key Pillars**



Contact

iProperty Cloud is a CRM-first application, meaning you can store, manage and serve all types of contacts, or people, even if they are not a tenant or leaseholder.



Property

Manage all your assets, from houses and flats to playgrounds and commercial premises, with iProperty Cloud, including their components.



Financial Arrangement

Whenever you have a legal agreement in place, financial arrangements help you to manage all of the financials in one, easy-to-manage location, even if things don't go as planned.



Agreement

Whether its a sole tenancy in a social home or a joint leasehold agreement on a commercial basis, agreements let you store and manage the legal relationships between you, your contacts and your properties.

iProperty Cloud 3-Step Approach.



3.

Add Value Quickly to your organisation.

Witness immediate benefits, enhancing your organisation's efficiency right from the start. Achieving quick wins establishes confidence in the new system and encourages your team to fully embrace the change.



2.

Adapt the platform to your needs.

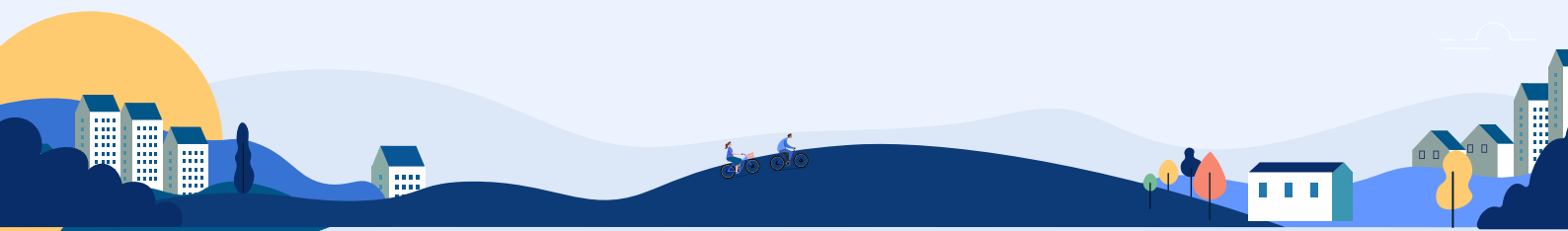
Customise the platform to fit your precise needs and achieve unmatched flexibility. Tailoring the solution to your specific requirements ensures maximum efficiency and alignment with your goals, even when they change.



1.

Adopt one module at a time.

Simplify your workflow by adopting existing functionality gradually, saving time and resources. This modular approach allows for easier training and a phased transition, reducing the overall impact on your operations.





1. CRM

Includes: Activities, Queues, Case Management, Complaints & Compliments, Core Data Models, Reporting, Document Management, Flags, Knowledge Management and more.

Customer Relationship Management (CRM) is the beating heart of iProperty Cloud. From enabling housing professionals to put the customer at the centre of their operations with every interaction captured as an activity and visible in timelines, to case management of core processes such as complaints. iProperty Cloud gives users the ability to focus on what matters most, with a 360-degree view of core data pillars such as Contacts, Agreements and Properties, and a connected experience to other modules such as Digital Contact Centre Platform, meaning no interaction needs to hit a dead end.

Workflow automations as well as consistent, but dynamic, Business Process Flows (BPFs) support your business with efficient and cost saving ways of working, as well as rich reporting, document management and knowledge base functionality, which all underpin the amazing core capabilities of CRM within iProperty Cloud.





2. Housing Management

Include: Agreements, ASB, Lease Details, Lettings, Mutual Exchanges, Right to Sale, Safeguarding, Sign Ups and more.

Housing Management in iProperty Cloud is the foundational module for housing organisations, to extend CRM functionality out into sector specific housing processes for all the areas you'd traditionally expect a housing team to focus on. From enhancing the base Agreement data table for unique housing functions such as occupancy changes and tenancy changes like successions or assignments, through end-to-end case management functionality for things like abandonments, death notifications, unauthorised occupiers or ending a tenancy, the Housing Management module is action packed with functionality.

Other process driven features include mutual exchanges for both internal swaps as well as multi swaps involving 3rd party customers, backed up with SLA functionality to monitor timescales, as well as Lettings, Sign Ups, ASB and even Safeguarding. This really is a module full of useful features and functionality to make your housing professionals lives easier and more efficient.





3. Asset Management

Include: Asset Data, Aids & Adaptations, Business Planning, Energy Performance, Property Data, Property Improvements, Stock Condition Surveys.

iProperty Cloud's Asset Management module is all about the process of planning, maintaining, upgrading and disposing of properties to meet the needs of the business and its customers. It can help manage the condition and performance of your asset components as well as the financial and environmental implications of different investment options. It allows for pro-active engagement with customers and contractors to make sure your asset management strategy is aligned to your vision and objectives.

From planning out your asset replacements, setting aside additional budget capacity for as yet defined new programmes of work, to case management of aids and adaptations, customer's own property improvements, or handling stock condition surveying in-house or externally.

The Asset Management module of iProperty Cloud enables you to turn your housing into suitable homes for your customers.





4. Repairs and Voids

Include: Responsive Repairs, Voids Management, Work Order Requests, Work Orders, Vehicle Management, Inventory Management, Geolocation Tracking, Case Management, Variations, Specifications, Inspections, Key Management, and Scheduling with integrations to Dynamic Optimisation tools and more.

Repairs and Voids builds on top of Dynamics Fields Services to provide the housing sector with services, processes and functionality that works for the specific needs of property professionals in housing. Both Repairs and Voids case management records allow users of iProperty Cloud to manage either a customer's issue, or a void property as a holistic issue, not just a sequence of unconnected jobs. Enhanced with dynamics Business Process Flows (BPFs) that integrate and where necessary force the adherence to key functions, such as Section 20 consultations, defect periods, sale applications in process or the need for two or more people to attend, iProperty Cloud's Repairs and Voids is a truly 'connected' module.

Full resource, inventory, vehicle, and key management leaves no stone left unturned in iProperty Cloud's attempt to make the lives of property professionals easier. Scheduling of works within iProperty Cloud comes in various forms, from straight forward trade bookings, through complex multi trade or multi day works, using either the out of the box schedule assistant, or connected to pre-built integrations with industry leading dynamic route and cost optimisation software.

Repairs and Voids in iProperty Cloud is configurable and flexible to suit your needs, with the ability to scale as you bring in services in-house, or scale back and connect to our contractor portal where you want to rely more on third parties. Integrations to trade suppliers, pictorial diagnostic tools, finance products and more are all possible with iProperty Cloud too, with many integrations in this area previously delivered. And if the latest innovations are your thing, iProperty Cloud also comes with full mixed reality capabilities, enabling users to seek out real world annotated remote assistance from colleagues on calls, or consume configurable pre-built guides to keep your operatives consistent with service delivery whilst in customer's homes.





5. Field Service

Include: Estate Management, Resource Management, Field Service Mobile, Financial Integration, Field Service Copilot, Dynamic Scheduling Optimisation options and more.

Field Services within iProperty Cloud is the foundation for other modules such as Repairs and Voids. It provides you with all the core elements you need to efficiently manage your teams and your work orders to get the right person, with the right skills, to the right place at the right time.

From Business Process Flow (BPF) management of reactive Estate Management issues to proactive Field Service Agreements that can be configured once to auto create work orders and automatically book them for recurring cyclical checks, Field Services can remove a lot of your administrative tasks. AI Copilot for Dynamics Field Services provides your users with rich work order creation and scheduling capabilities within Outlook or Teams, and with the native Field Service App for mobiles, working on any device, or without signal, is all part of the offering. Whether it's Dynamics based, or another offering, Field Services within iProperty Cloud can also be integrated with your finance solution to make sure work order costs, and other key information, is shared and kept in sync as you need it.





6. Income Management

Include: Financial Arrangements, Financial Reviews, Arrears, Recharges, Section 20 Consultations, Service Charges, Sinking Funds and more.

iProperty Cloud's Income Management module adds the fourth core data pillar to **Contacts, Properties and Agreements**, with the introduction of **Financial Arrangements**. From rent accounts, lease agreements to licenses, Financial Arrangements manage all the charges, payments and adjustments for an Agreement in iProperty Cloud and bring with it a wealth of advanced income management functionality too. With configurable Arrears progression rules, behavioural based events, pro-active recommended actions and even a handy repayment calculator built in, it all helps to make getting customers back on track much easier than normal.

And when it comes to updating charges at year end, or on the off chance as an organisation you want to amend things for other reasons, iProperty Cloud's unique data model handles annual financial reviews without the need to rely on exports and Microsoft Excel. End-to-end Section 20 consultations, connected to other modules such as Repairs and Voids (where required) also allow for consistent and robust standards to be adhered to, all whilst also connecting to full service charge contract management and capabilities that include apportionments, estimates, actuals and invoicing. Income Management is a module that adds many financial aspects to other iProperty Cloud functionality. It comes with out of the box integration capabilities to Microsoft Finance & Operations and can also integrate to any other finance product with API's or web services.

iProperty Cloud Income Management has its own debit run capabilities that are robust and reliable, as well as simplifying the payment file uploading process for users to give back time for other key areas of focus.





7. Dynamic 365 Contact Centre

Include: Case Management, Conversations with Sentiment Analysis, AI Copilot, Digital Engagement Channels, Microsoft Teams Collaboration, Routing, SLAs, Real Time Insights & Analytics, Voice & Telephony and more.

Omnichannel for Customer Service offers a suite of capabilities that extend the power of iProperty Cloud's CRM module, to enable you to instantly connect and engage with your customers across all channels. With seamless integration of voice, video, and your digital channels you can engage with your customers and switch across various touchpoints, whilst ensuring consistent and effortless interactions.

AI-Driven self-service for your users pro-actively helps them to find knowledge articles, similar cases or other information that might assist in resolving customer issues effectively. Collaboration with other people is key too, and through both agent conferencing, and Microsoft Teams collaboration, your teams can quickly and easily get the support they need, reducing resolution times and boosting customer satisfaction. Automations, agent scripts, quick replies and many other tools all aid to make Dynamic 365 Contact Centre a feature rich experience for your staff, and a seamless engagement opportunity for your customers. Real time reporting as well as historical analytics, all round off a game changing module within iProperty Cloud.





8. Website and Portals

Include: Content Management System (CMS) for Websites and Portals, Customer Portal, Contractor Portal, Sales Portal and more.

iProperty Cloud's Website and Portals applications provide users and customers alike with online capabilities that are pre-integrated with existing iProperty Cloud modules and functionality. From the Sales Portal that allows prospective customers to register their interest in properties, schemes and developments and then see through their sales journey, to the Customer Portal that enables existing customers to check their financial arrangements, make payments, report Repairs, ASB, Complaints, view and update documents, their data, and much more.

iProperty Cloud's front facing customer portals and website capabilities can surface any of iProperty Cloud's rich digital capabilities to the end customer to re-think processes as customer first journeys. With the inclusion of a Contractor Portal too, your users can receive the same experience from your third-party contractors delivering works for you, as they would if the works are being done by internal resources from a direct labour organisation. This includes full event management, visibility of every step of the synchronised journey, variations, two-way messaging, or webchat, and not just creation and completion of works. With the ability to be fully custom branded, coming pre-integrated to Sharepoint and other iProperty Cloud modules, and with pre-built integrations to third party tools like M3 Central, AllPay, MoreIQ and others, iProperty Cloud's website and portals offerings are only limited by your vision for the services you want to provide.





9. Sales and Shared Ownership

Include: Outright Sales, Shared Ownership, Resales, Staircasing, Valuations, Applicant & Buyer Profiles, Property Listings, Matching Engine, Viewings and Viewing Availability management, as well as end-to-end Property Sale progressions and more.

The Sales and Shared Ownership module of iProperty Cloud is a rich module that helps housing organisations who are either building to sell, or managing shared ownership and resales, with all the tools they need to manage leads, applicants, and the end-to-end processes required.

With functionality that includes an innovative matching engine, iProperty Cloud allows users to play the role of estate agent to your prospective customers or seek out the leads to market to for properties you're looking to sell. With Staircasing capabilities that incorporate New Model Leases, as well as connect to other modules of iProperty Cloud for Shared Owners, like Income Management and Housing Management, the Sales and Shared Ownership module enables your business to grow in a connected and supported way. Integrations to third party tools such as Rightmove, Zoopla, On The Market, Facebook and X, come out of the box, providing your teams with the tools they need to get the word out about what you have available. Schemes and Developments from the Sales and Shared Ownership module, enhance the base data model of iProperty Cloud with reporting and other functionality, allowing your users to plan before Properties even exist, through configurable Business Process Flows (BPFs). When connected to our Website and Portals functionality, such as the Sales Portal, iProperty Cloud can also provide your sales teams with the landing pages, website content and CMS (Content Management System) solution to not only drive new leads, but also handle much of the property sale process for your customers in an easy to follow, online experience.





10. Marketing and Surveys

Include: Customer Voice Surveys, Sentiment Analysis, Predictive Insights and workflows, Event Management, Customer Journey Mapping, Subscription Management, Outbound Marketing, Real Time Marketing and Marketing Copilot for content generation.

Marketing within iProperty Cloud brings all the power of Microsoft Dynamics Marketing to the housing context. From Customer Journeys that allow you to use sentiment from in-built and configurable Customer Voice surveys for your services to trigger follow ups, to Outbound Marketing for your sales teams looking to build homes for private sale. The Marketing module has a lot of technically advanced capabilities, that when connected to other modules within iProperty Cloud, provide unmatched levels of seamless interactions. Create new campaigns, monitor their performance through deep analytical insights, create journeys that automate SMS, Emails, or other actions to encourage sales, or utilise the Events Management aspects of the module to monitor customer involvement or plan and run community events. Marketing within iProperty Cloud provides a super powerful set of features which act as the engine behind several key service areas for housing organisations.



11. Compliance

Include: Electricals, Fire, Gas, Legionella, Lifts, Asbestos, Other Compliance programmes, Remedials and Observations, Automatic Work Order Creation and Allocation, AI Builder document reading and more.

Compliance within iProperty Cloud is all about helping your organisation to manage its cyclical maintenance obligations, stay compliant with regulatory standards and provide services to customers in these areas, that improve the wellbeing of your communities.

From full management of your asbestos data, register and surveys, through to managing your survey programmes for all the other big 6 as well as any other compliance areas you choose, iProperty Cloud helps you to manage your data, including remedials, creating work orders and connect the dots to your wider services. With the backup of AI too, Compliance in iProperty Cloud can really help to alleviate some of the normal administration, giving you back time to re-invest in the things that matter to you.



Real Stories, Real Impact



In API & Integration:

"Integration with our telephony system, Ring Central, has enabled our contact centre staff to provide a more personal service with screen pop-ups that display customer details during calls."

– Raven Trust Housing –



As a Trusted Partner and Critical Friend:

"We chose TechLabs London as our partner for Microsoft Dynamics 365 integration because of their innovative iProperty Cloud product and collaborative approach. They've been more than a software provider; they've been our trusted partner and critical friend in our journey."

– Origin Housing –



As One Connected Platform:

"Our 'better connected' programme involved a full CRM capability go-live, providing a 360-degree view of customer interactions and end-to-end guided business processes. iProperty Cloud has been instrumental in this transformation." – Raven Housing Trust –



On our deep housing experience:

"Their knowledge of housing and customer service allowed us to challenge our thinking, promote innovative ideas and ensure we aren't inventing unnecessary things; this approach generated lots of internal questions and led to better processes."

– Raven Trust Housing –



On our customer-centric approach:

"TechLabs fully engaged with our customer-centric approach, attended joint demos of the system and engaged with our staff to showcase the system's capabilities."

– Raven Trust Housing –



Awards & Recognition



2026

Best Digital Transformation Award

@Housing Technology Awards.
In partnership with Raven Housing Trust

Best Customer/Tenant Experience

@UK Housing Tech
In partnership with VIVID Homes

2025



2025

Best Customer Experience Innovation

@Housing Digital Awards.

Golden Award for Customer/Tenant Services

@UK Housing Tech
In partnership with Raven Housing Trust

2024



2023

Best Digital Transformation award

@Housing Digital Awards.
In partnership with Raven Housing Trust

Innovation Award

@ Inside Housing
In partnership with Raven Housing Trust

2022





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Interested in knowing more?

We're here to guide you every step of the way

Reach out to us to schedule your demo session or request a free 1:1 free consultation session with our expert team.

We aren't just a solution provider;

**We're your Trusted Partner
and Critical Friend.**

Contact us



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