



Proactive property management

Reduce tenant frustrations and know more about the condition of your properties with Active Assessor from 8x8

Maintain safe homes

Housing associations are under pressure to ensure homes are well maintained and repaired in good time, to keep tenants safe. This can prove challenging for landlords, especially for larger repairs such as damp and mould.

A proactive approach to identifying potential hazards can reduce calls from frustrated tenants and significantly improve repair times. Engineers can provide remote monitoring, valuable information to help prevent conditions from worsening and timely site visits to reduce costs.

Improve tenant engagement

Active Assessor from 8x8 can demonstrate a landlord's commitment to taking a positive approach to understanding more about the quality of every home.

Active Assessor uses SMS messaging for better tenant engagement and video technology for fast and accurate property assessments, reducing the cost of site visits. Orchestrated using AI technology, landlords can bypass traditional labour-intensive processes to gain more knowledge about the condition of more homes. Plus, business leaders can easily access data to gain valuable insights and reports to identify opened, unread and undelivered messages along with interaction statistics to manage KPIs and identify trends.

Using Active Assessor with [8x8 Contact Center](#), landlords can track and analyse tenant interactions for better outcomes. And, most importantly, they can encourage issues to be reported early to avoid large costly repairs and potentially having to re-house tenants.

Key benefits

- **Improve tenant satisfaction** by taking a proactive approach to maintaining their homes
- **Gather early warning signals** to prevent conditions from becoming hazardous
- **Evaluate issues faster** and monitor progress without the cost of expensive site visits
- **Provide evidence** with trackable and traceable information
- **Reduce costs** when issues are identified before they become hazardous and costly to repair
- **Increase efficiency** with automated data collection and reporting

Active Assessor reduces the time between reporting and assessing repairs from weeks to hours

Improve quality of homes

With the growing demand for social housing putting pressure on landlords, it can take longer for some to respond to existing tenants' questions and concerns, but this doesn't have to be the case.

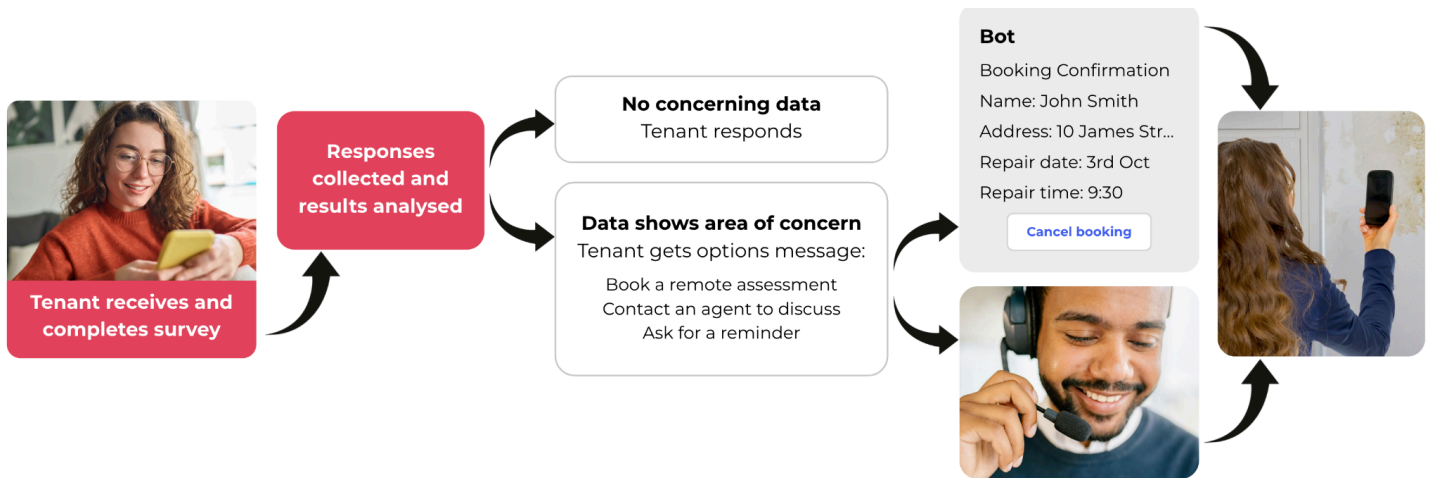
Active Assessor provides a quick and cost-effective solution to proactively engage tenants to ensure their homes are kept safe, and it is quick and easy to evaluate if a condition is specific to a single unit or part of a larger issue in buildings of multiple occupancy. Identifying early warning signs such as peeling wallpaper and watermarks on walls allows landlords to take early action to prevent situations from escalating.

Increase tenant satisfaction

Encouraging tenants to report incidents early has a significant impact on demonstrating a commitment to ensure homes are safe.

Larger issues can be avoided by providing advice about how to prevent conditions from deteriorating, and tenant groups can be included faster and responses coordinated where multiple tenants are affected in the same building.

Active Assessor from 8x8 allows for better management of tenant expectations, resulting in fewer dissatisfied tenants and fewer complaints.



98%

open rate

achieved with
SMS messaging

[Source: Luisazhou.com](https://www.luisazhou.com)

Encourage tenant engagement and increase satisfaction with Active Assessor to know more about your properties, reduce maintenance costs and tenant frustrations.

Find out more about [8x8 solutions for housing associations](#)

