Plentific

Plentific products in use:

- Resident Portal

- Resident App

- Tenancy Onboarding & Applications

- Repairs Diagnostics and Appointment Management

- Staff Repairs Launcher (Address Selector)

Performance (first 3 months)

50,000+
registered users

180,514
logins into the system

6,382
repairs reported, with 72% of jobs self-appointed

1,627
instances of 'tenant responsibility' enforced

3,893
cases raised

www.plentific.com

Southern Housing.

Customer background

Southern Housing was formed in December 2022 with the successful merger of Optivo and Southern Housing Group. Southern Housing is now one of the largest housing providers in the UK, with around 80,000 homes across London, the Southeast, the Isle of Wight and the Midlands, giving over 167,000 people somewhere affordable to call their own.

The challenge and the solution

Background

In late 2019, prior to their merger with Optivo, Southern Housing Group (SHG) approached Plentific to streamline their repairs diagnostics/reporting process and customer portal via a feature rich customer portal.

Plentific enhanced repairs diagnostics and reporting in 2020, delivering a user-friendly platform that enabled residents and staff to diagnose, report, and book repair appointments independently. A full customer portal followed in 2021 which allowed residents to manage their tenancy and property through one unified system.

Post-merger project

When SHG merged with Optivo in December 2023, the combined entity underwent a review of both their self-service portals. Following this, the newly formed Southern Housing chose to adopt Plentific's platform across their entire portfolio, more than doubling the number of properties under management.

One of the main challenges of this project was maintaining uninterrupted access for existing 'former SHG' portal users, while also launching an improved service for former Optivo residents. In addition, Southern wanted to enhance the cases functionality within the portal.

Adding to the complexity, former Optivo residents required a different payment provider and had to be restricted from certain transactional services until internal processes and systems were aligned. We addressed this by leveraging the portal's 'user roles' functionality to deliver a tailored experience based on each resident's profile and data.

Work began on the new Southern Housing portal late 2024 and the portal went live on May 2025. Since the launch there have been continued updates and enhancements, such as a new contractor system integrations due to a DLO system change and a new contractor, repairs scripting enhancements and a new customer app.

The results

Today, Southern Housing residents can easily manage their tenancy and report repairs through the Plentific Resident Portal, which has seen over 50,000 registrations and between just over 60,000 logins per month. Nearly 2,150 repairs are now logged online each month with 72% of jobs self-appointed, significantly reducing reliance on call centres and freeing up resources to focus elsewhere in the business. This shift has not only saved time but has also enhanced resident satisfaction and streamlined Southern Housing's operations.

Key Features

- Web portal and Mobile App
- Registration & Login
- Balance and Statement
- Payments
- Repairs Diagnostics and Reporting (incl. self appointing)
- Appointment Management
- Enquiries & Cases
- Resident onboarding and applications (pre-tenancy account)

Integrations

- Boomi
- MRI Orchard (via Boomi)
- Microsoft Dynamics (via Boomi and direct)
- Access Paysuite (formally known as Pay360)
- PayPoint
- Total Mobile
- FLS (Axis - Contractor System)

What's next?

We are currently working closely with Southern Housing to design their roadmap of new features and enhancements. A key short term update will be a number of design updates which are shown in the screenshots below.