

Plentific products in use:

- Plentific Marketplace
- Supply Chain Management
- Work Order Management

Key outcomes

Using the Plentific platform, Centrepoint have been able to achieve:



88%

first-time fix rate



59%

decrease in completion times
for standard repairs

Centrepoint.



Customer background

Centrepoint is the UK's leading youth homelessness charity, which provides accommodation and support to homeless people aged 16–25. Prince William has been a patron of the organisation since 2005, continuing the efforts of his mother before him.

The organisation is committed to ending youth homelessness with safe, well-maintained spaces and supports almost 14,000 young people every year across over 60 accommodation services.



The challenge

Centrepoint is dedicated to providing a safe and supportive environment for young people. To improve the living conditions for their residents, Centrepoint needed to unify the management of their property repairs and maintenance under one intuitive, powerful platform. The goal was to streamline processes, handle the high volume of requests across their properties, and reduce complaints, while improving turnaround times and contractor reliability. Additionally, they sought to free up property managers to focus more on resident needs by simplifying financial processes and reducing admin burdens.



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“The invoicing side of things has completely transformed. For 100 new repairs, our administrator would have had 100 POs to raise and 100 invoices to authorise, whereas now, no POs, and the invoicing system is much more straightforward. That’s a big win for us.”

— Andrea Howlett, Head of Repairs & Maintenance, Centrepont



The solution

Centrepont implemented the Plentific work order management system along with the Plentific marketplace, transforming how they handle repairs. The team can now easily track every step of a repair, from request to completion, all within one system. By posting jobs to the marketplace, Centrepont staff can choose from the best value quotes from qualified, local contractors, ensuring quality service tailored to their needs.



The results

Since adopting Plentific, Centrepont has reduced their repair backlog, improved turnaround times, and exceeded their completion targets, leading to higher resident satisfaction. The platform’s built-in instant messaging feature has enhanced communication between Centrepont and contractors, eliminating the need for time-consuming emails and phone calls. Additionally, the ability to manage quotes, variations, and completion reports directly in the system has streamlined the repairs process, making Centrepont’s operations more efficient and responsive to resident needs.

By centralising their property operations with Plentific, Centrepont is now delivering faster, more reliable repairs while freeing up valuable time for their team to focus on supporting young residents.