

Plentific products in use:



Plentific Marketplace



Work Order Management



Integrations

LETSiNVEST.



Customer background

LETSiNVEST provides landlords a complete service - from sourcing suitable private or corporate tenants, through to referencing, rent collection and management. A traditional business, LETSiNVEST are moving towards the future ahead of its peer group - operating predominantly online, utilising state of the art management and supply chain software, outsourcing tasks to experts in their field and ensuring cost optimisation at all levels. LETSiNVEST is approaching this traditional business model with a future thinking approach, enabling tenants, landlords, investors and contractors to all benefit.



The challenge

As a forward-thinking lettings and management provider, LETSiNVEST sought to automate their time-consuming repairs management process while improving tenant interactions. Their existing contractors were often stretched to capacity, causing delays in tenant service—a key pain point that needed addressing.

With a lean operational model focused on automation, LETSiNVEST also aimed to reduce costs, maintain regulatory compliance in the private rented sector (PRS), and safeguard tenant health and safety—all without sacrificing quality.



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“My aim for my business is to make it as streamlined as possible. And to ensure the tenant gets the best, quickest and most effective service possible - in addition to the landlord. We can only achieve this with clever systems in place and that’s where Plentific comes in. It allows us to scale quicker and that’s why our relationship is so important.”

- Mario Andrade,
LETSiNVEST



The solution

To enhance their repairs service, LETSiNVEST adopted the Plentific marketplace, which connected them to thousands of contractors nationwide. All work orders are created and managed within the Plentific platform, streamlining processes for both contractors and LETSiNVEST’s team. This centralised system simplified invoicing, payments, and communication, bringing efficiency to every step of the repair process.



The results

By moving to Plentific, LETSiNVEST replaced the slow, inefficient back-and-forth of emails and phone calls between contractors and their team with instant messaging within the platform. The integration of Plentific with their existing management systems also allowed for seamless tenant communications. With Plentific, communications are immediate, minimising delays and providing a better tenant experience.

With the efficiency gains from Plentific, LETSiNVEST now plans to reduce the time their team spends managing maintenance requests from a full-time role to part-time support, thanks to the automation provided by the platform.

Overall, LETSiNVEST has achieved significant cost savings, reduced operational overheads, and strengthened relationships with both tenants and landlords. The Plentific platform has not only streamlined repairs but also provided access to a broader pool of skilled tradespeople, improving visibility and service quality across the board.