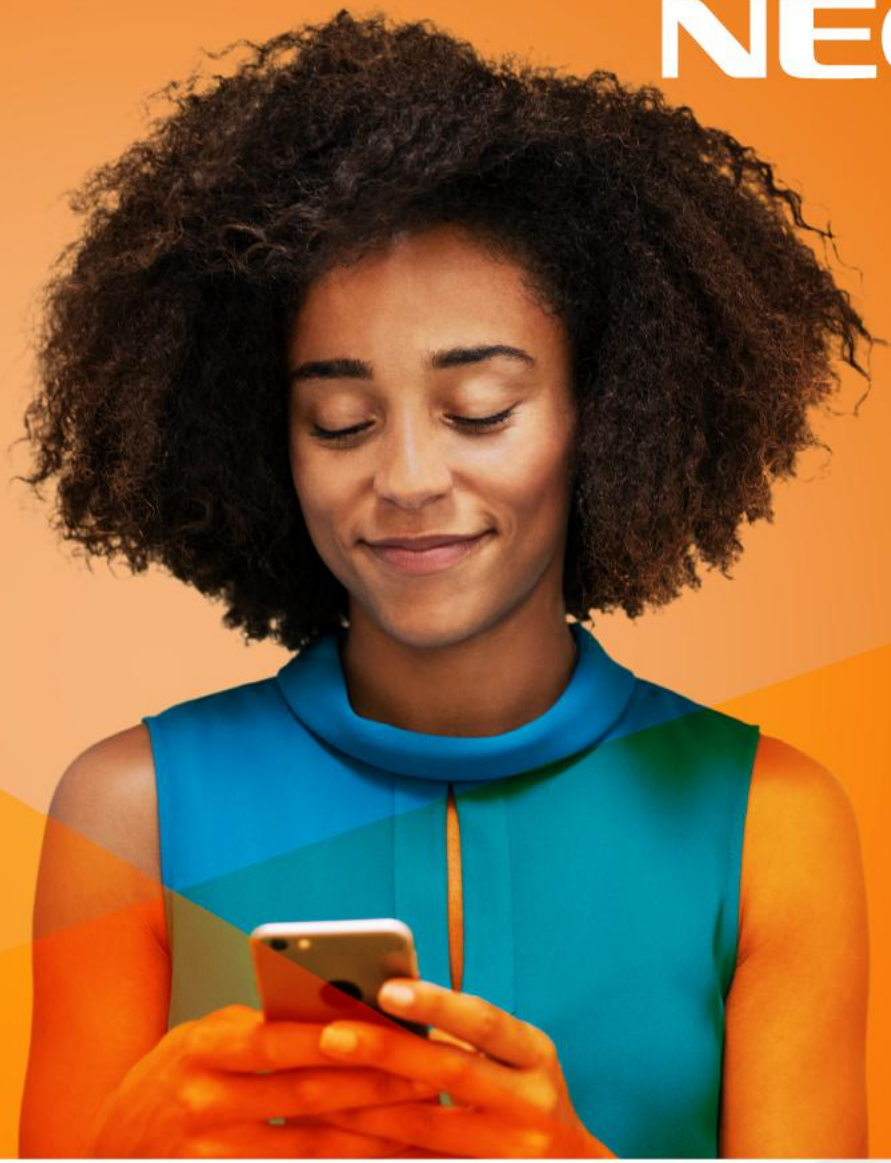
NEC Housing Platform

\Orchestrating a brighter world



How we support social & public housing worldwide

We support housing services for **over 7 million people**

Over 670,000 applications received & managed on waiting lists per year

We help our clients to manage **over 2.8 million properties**

65,000 military housing in UK & Canada

Over 6.1 million repair work orders & visits per year

82% of our clients have been with us for **over 10 years**, 40% over 25 years

Over GBP £16 billion expected income managed per year (equivalent to AUD $31bn, CAD $27bn, USD $20 bn)

4 of the 6 Australian Federated **States,** the Australian Capital Territory, SGCH & the **Crown Agency in New Zealand**

COMMERCIAL IN CONFIDENCE

Our teams have wide expertise & sector knowledge

200+
dedicated housing employees

100+
developers

Decades of housing experience…

and we understand your challenges

COMMERCIAL IN CONFIDENCE

131 NEC Housing Platform Clients

- **England - 89** clients, 7 of 11 G15 members, 18 London Boroughs
- **Northern Ireland** – **2** clients
- **Scotland - 19** clients
- **Wales** – **5** clients
- **Ireland – 4** clients (inc. majority of large providers)
- **Canada – 5** clients (inc. 2 at province level & the Canadian Forces)
- **Australia & New Zealand – 7** clients (4 of the 6 AU States, the AU Capital Territory, SGCH & the Crown Agency in NZ)

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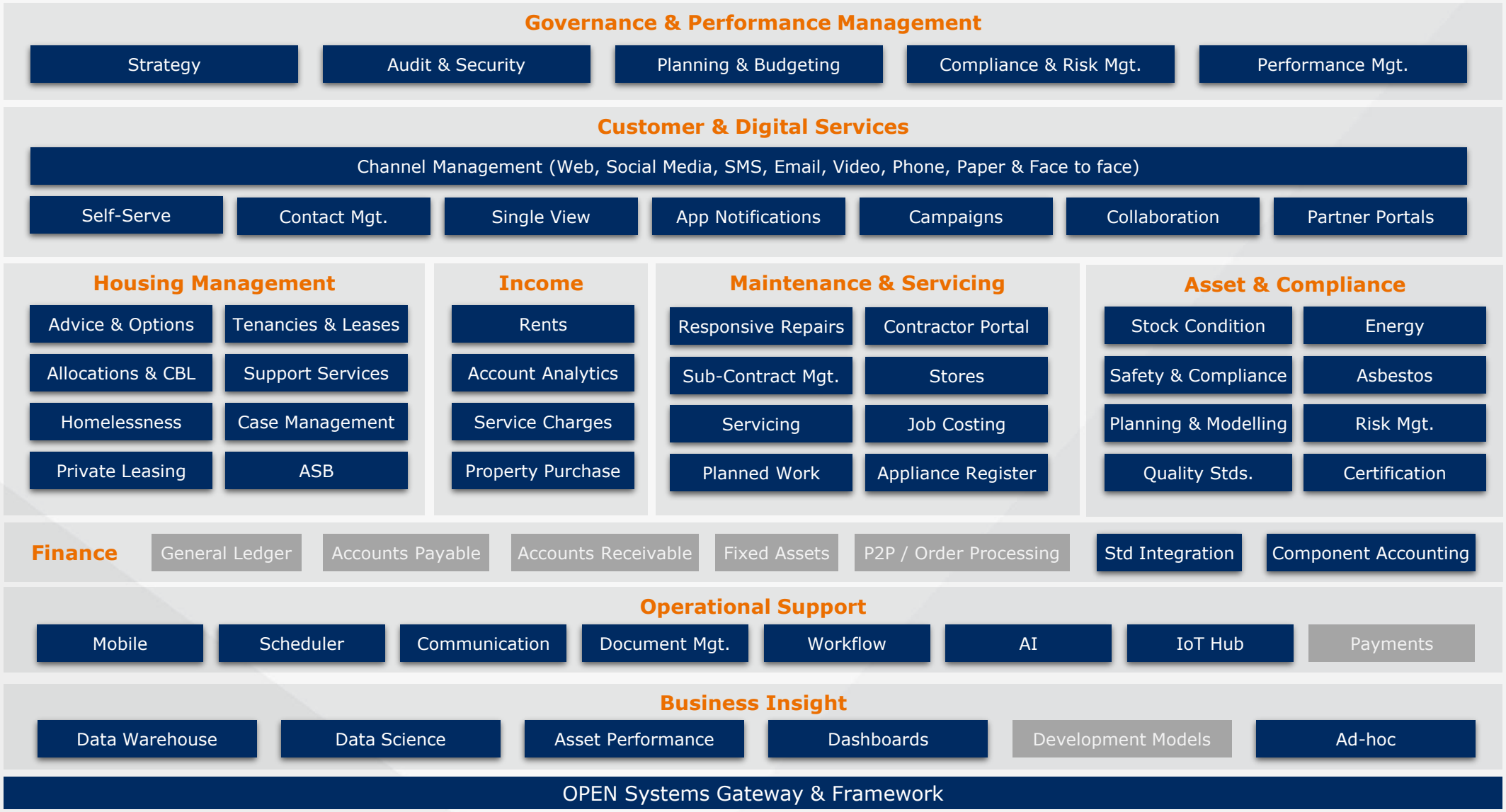
Housing Blueprint



COMMERCIAL IN CONFIDENCE

Helping you meet sector drivers & challenges

COMMERCIAL IN CONFIDENCE

A Housing platform that *innovates*

Productivity

Improving productivity with mobile, scheduling & automation

IoT

Working with sensor technology to avoid disrepair & manage wellbeing

Data Science

Using predictive analytics, machine learning & AI to drive early intervention

Customer Collaboration

Driving digital services & transparency

Compliance & Safety

Innovative tools to maintain Golden Thread & protect resident safety

Protecting Income

Monitor behavior to protect income & support customers faster

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NEC Housing Platform

the overall experience

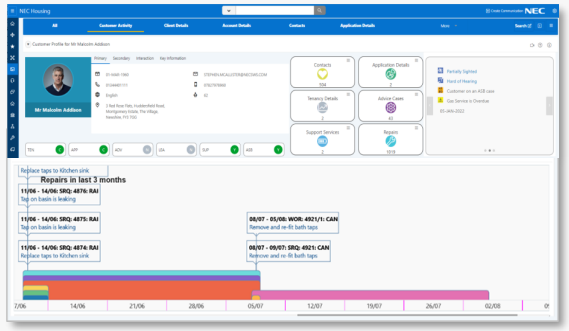
Personalised views for your team

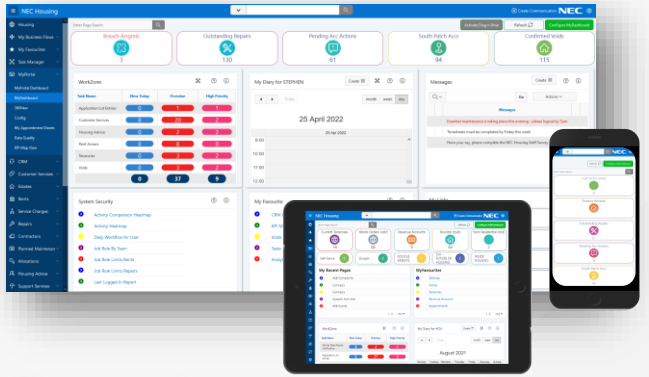
360 View of customers / properties

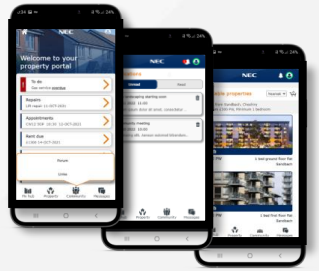
Omni-digital experience for everyone

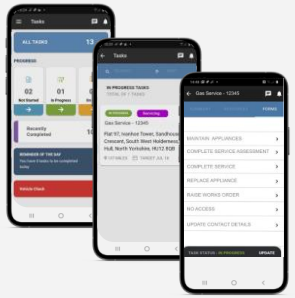
End to end processes – proactive and graphical views

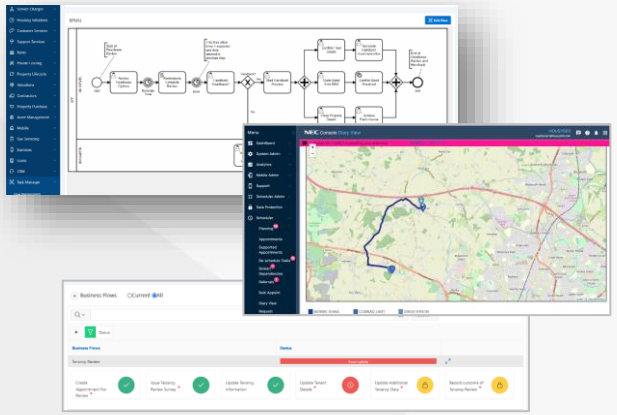
Enhanced service with data science and analytics

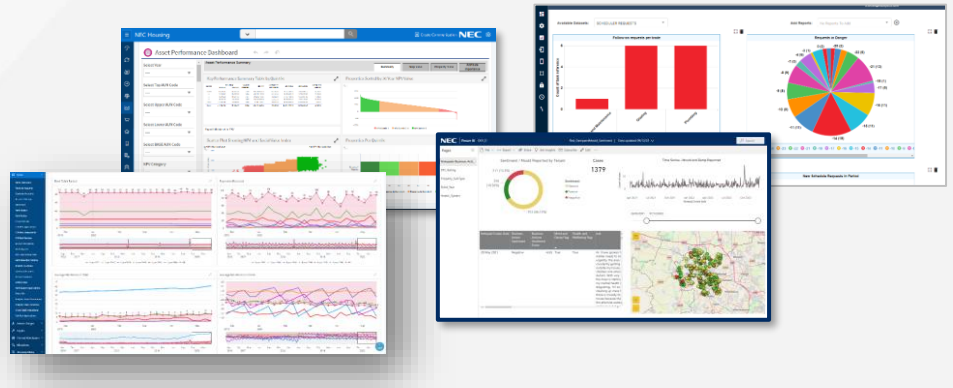




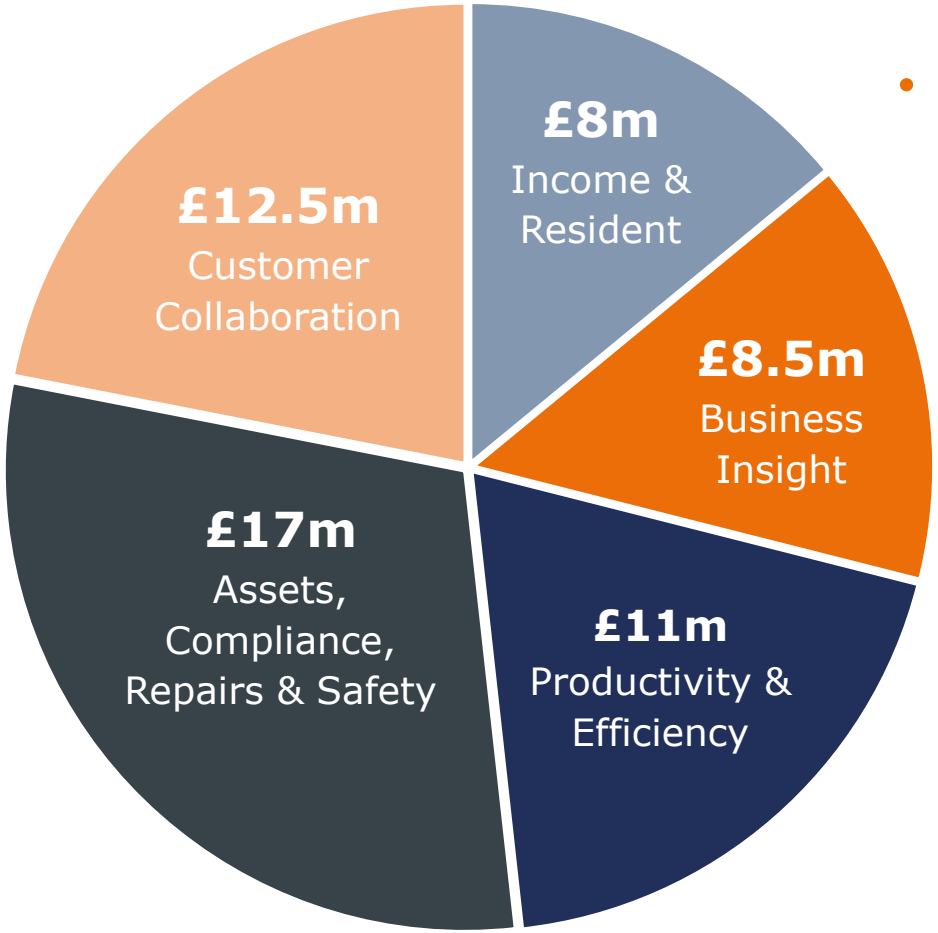








The NEC Housing platform, still growing at pace



- **Investment of £57m** in NEC Housing since 2018
- With ongoing investment planned of **over 35,000 days, £8.5m+ every year**

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NEC Housing Platform Roadmap – Key Themes

Customer Engagement

- Know your customers
- Identify their needs
- Support customers
- Prevent risk
- Keep improving services

Tenancy / Income Mgmt

- Protect income
- Support customers
- Manage allocations
- Provide advice
- Prevent & manage homelessness

Assets & Compliance

- Are residents safe?
- Maintain housing quality
- Protect staff
- Keep evidence for the Regulator
- Inform the future

Repairs & Workforce Mgmt

- Improve customer satisfaction
- Get it right first time
- Improve productivity
- Prioritise work
- Share resident needs
- Protect staff

Business Insight

- Access data easily
- Driver proactive alerts
- Understand patterns
- Use AI / analytics for faster outcomes

Productivity & Efficiency

- Work efficiently
- Streamline processes
- Automate workflow
- Integrate seamlessly
- Support, not hinder with technology

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NEC Housing Platform

NEC Housing is an integrated platform combining the very latest technology and digital solutions with comprehensive and flexible business functionality

Data Warehouse Analytics Dashboards

Communication & Documents

Engage & Repairs Diagnostics

Go-Mobile

Scheduling & Appointments

Business & Process Flows

Housing Management

- Options & Advice
- Applications, CBL & Lettings
- Homelessness
- Tenancies & Leases
- Contact & Case Management
- ASB & Case Management
- Support Services
- Leasing Schemes
- Void Management

Income Management

- Rents
- Service Charges
- Shared Ownership
- Payments & Direct Debits
- Account Management
- Arrears Progressions
- Account Analytics
- Property Purchase
- Integration with Finance

Asset & Compliance

- Property & Hierarchy
- Property Templates
- Stock Condition & Surveys
- Appliance Register
- Asbestos Register
- Quality Standards & Risk Mgt
- Energy & Net Zero Modelling
- Scenario Modelling
- Compliance & Certificates

Maintenance & Servicing

- Diagnostics & Responsive
- Planned & Replacement Works
- Servicing
- Workforce Management
- Stores & e-Procurement
- Job Costing
- External Contractor APIs
- Contractor Portal
- Integration with Finance

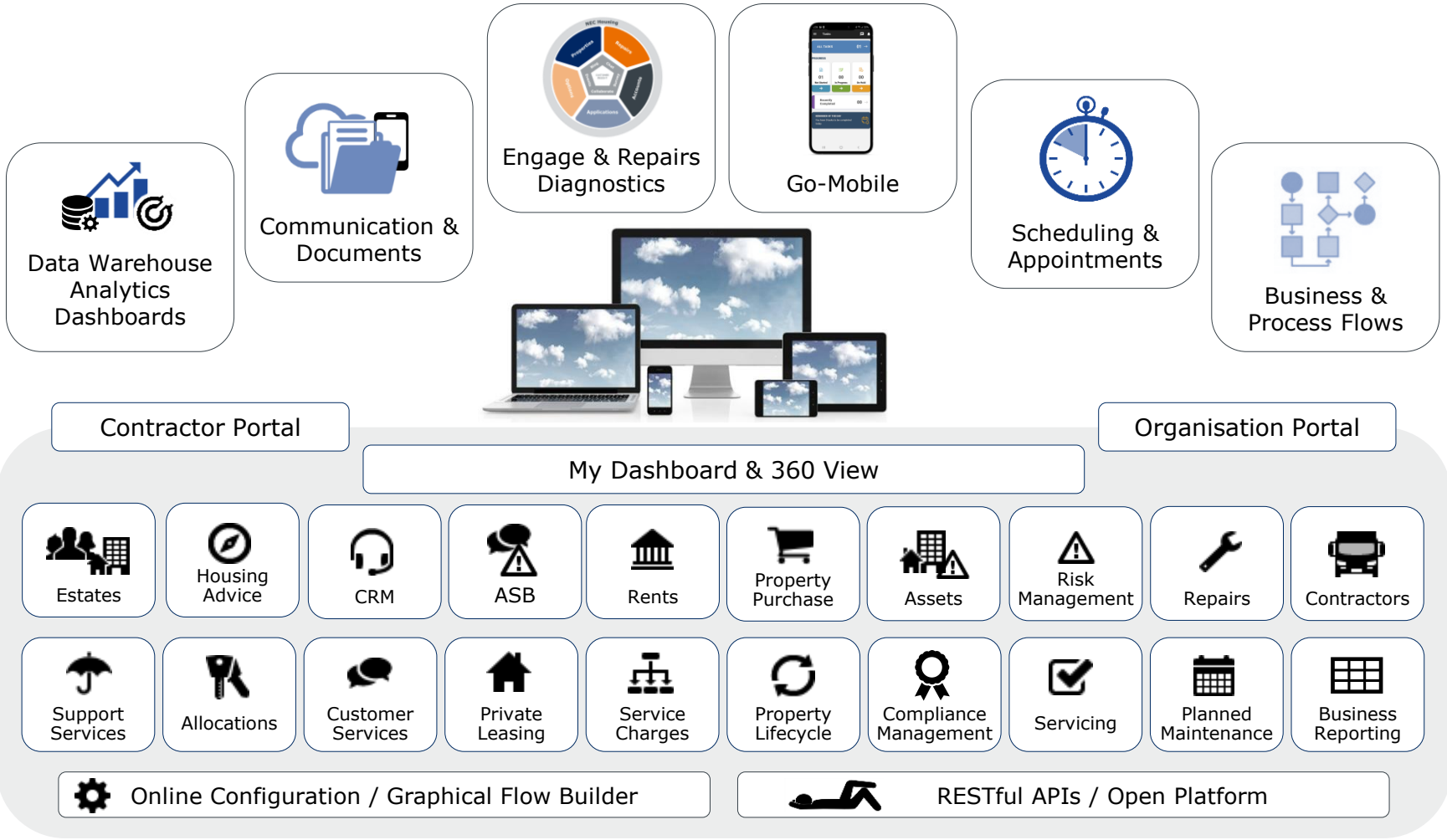
Online Configuration / Graphical Flow Builder

RESTful APIs / Open Platform

COMMERCIAL IN CONFIDENCE

NEC Housing Platform

NEC Housing is an integrated platform combining the very latest technology and digital solutions with comprehensive and flexible business functionality



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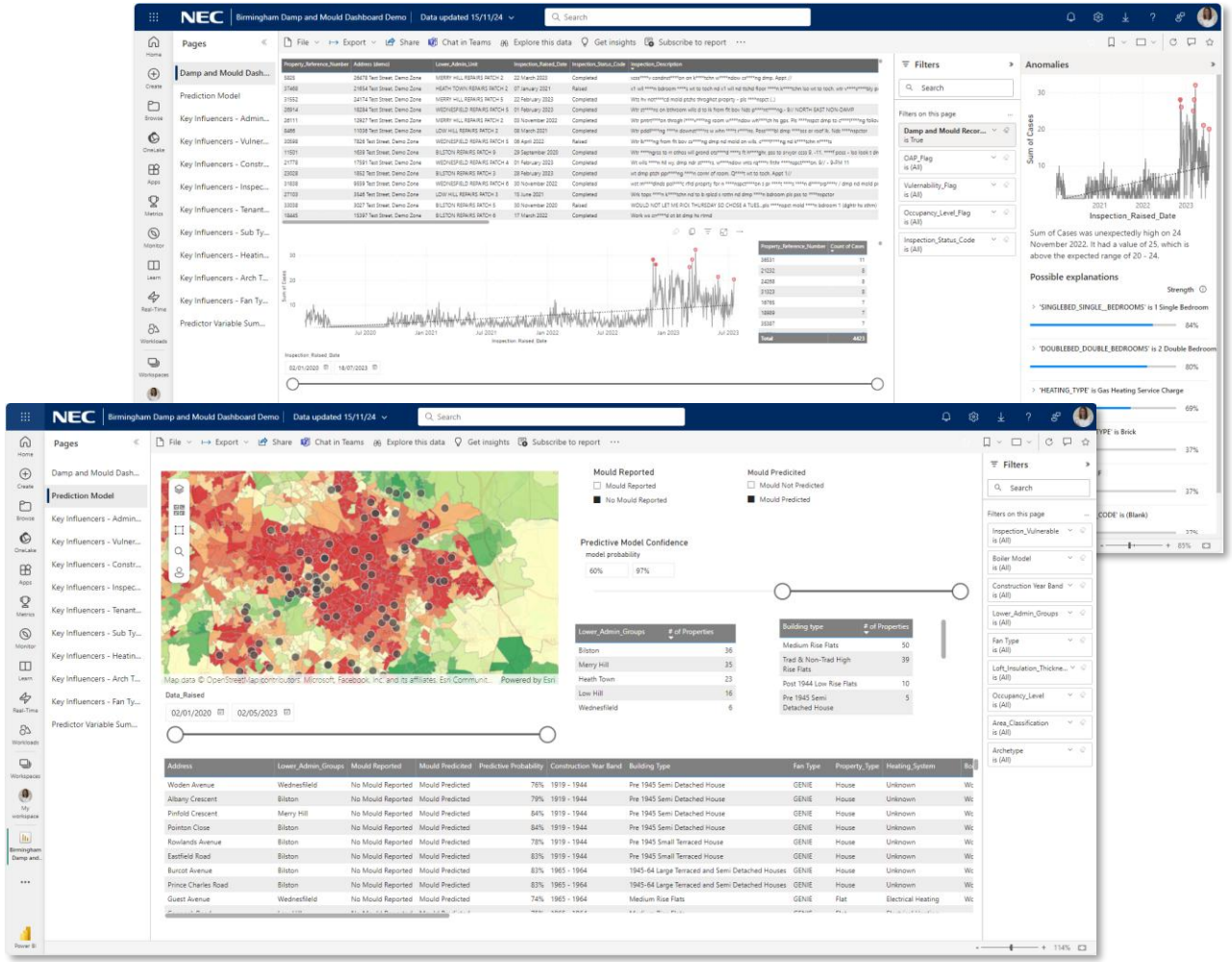
NEC Housing - Damp & Mould Predictive Analytics

- Machine learning model that analyses data about the makeup of the property, the location and people within the property
- Predicts risk of damp and mould occurring
- Properties are given 'risk of mould' probability prediction score
- Helps you assess wider circumstances, if needed, take proactive action preventing it becoming a serious issue or disrepair claim



Digital Engagement & NEC Engage

Launched Nov 2023, Wolverhampton Homes' My Account has grown rapidly

*"What sets the Wolverhampton Homes app My Account apart is its commitment to **putting the power in our customers' hands**. We believe in delivering a housing experience that is not only efficient but also empowering, allowing customers to manage their homes and engage with us on their terms."*

Shaun Aldis - CEO Wolverhampton Homes

- Over **30,000 people registered**
- Averaging **42,000 individual login** sessions per month
- Averaging **35,000 individual bids** placed on properties per month
- **552 repairs raised & reported** in August 2025
- **Average 350 contacts raised** per month

"The app has been a phenomenal success so far, with a significant increase in digital contact from our customers and a more streamlined approach. The app allows customers to book, amend and manage their own repairs, which has led to a reduction in failed appointments and no access issues, creating a cost saving for Wolverhampton Homes and a better service for customers."

Julie Haydon, Director of Corporate Services

Award for Best Digital Experience (Landlords)

*The judges said: "The entry showed **an excellent demonstration of impact** in the community and with the people who live there."*

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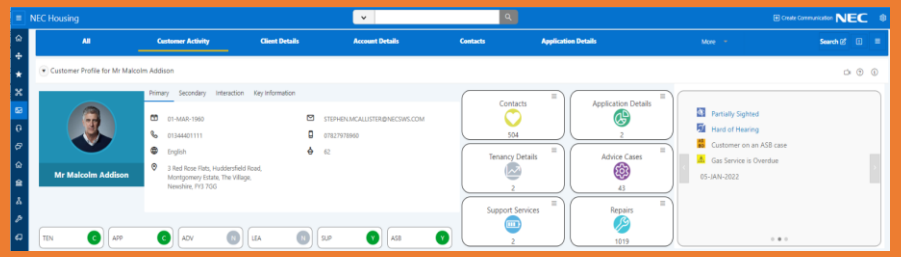
NEC Housing Platform – Understanding & Engaging

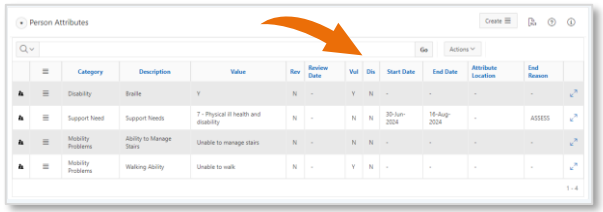
Predicting Arrears

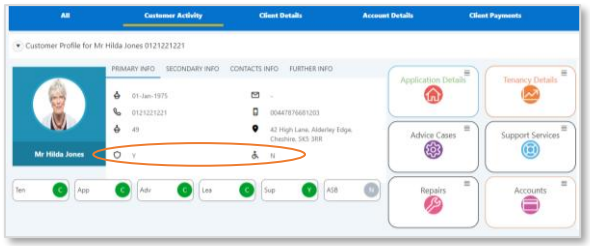
Flexible, powerful & fully integrated

360 View of all activity inc. payments



Vulnerability & Disability Indicators





Repeat Contacts

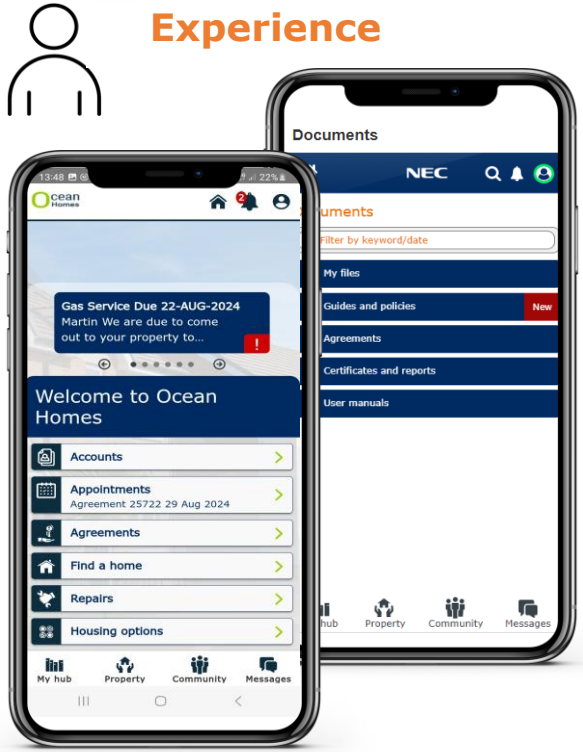
- Repeat contact checkbox on Create & Update Contact

Predicting Vulnerability & Silent Tenancies

- An AI modelling tool, aligned to your data, providing score-based results

Mobile Tenancy Visits

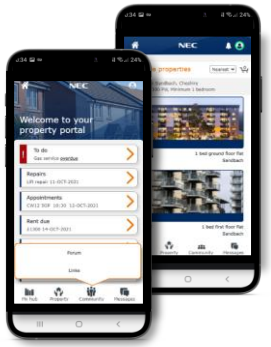
Customer's Online Experience



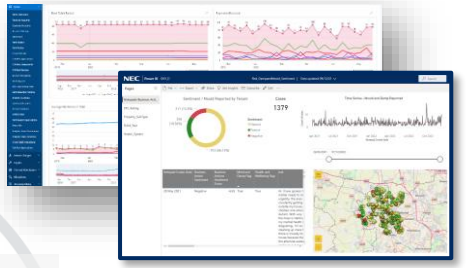
This year we delivered **35,000 days, £8.5m+ into the platform to support existing & new clients**

Digital customer engagement

Proactively involving customers in housing services with tools to collaborate at community level



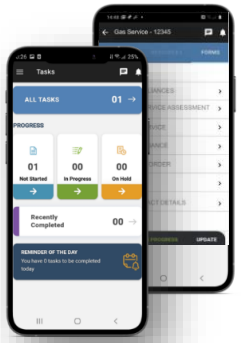
Powerful business insight & analytics



Predictive analysis & data science to provide early intervention & make informed decisions

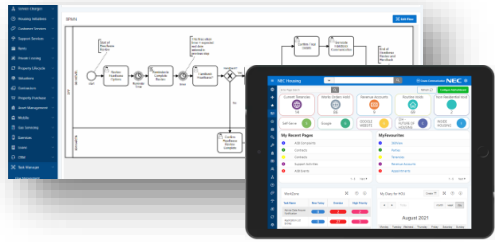
Mobile working & dynamic workforce scheduling

Increase efficiency & maximise productivity



Collaboration, co-design delivering an end-to-end platform with the best of mix of business expertise & innovation

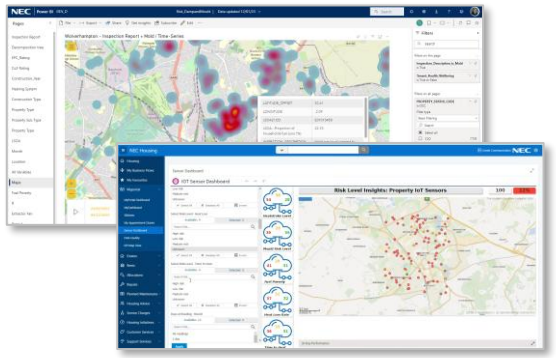
Focused on user experience & efficiency

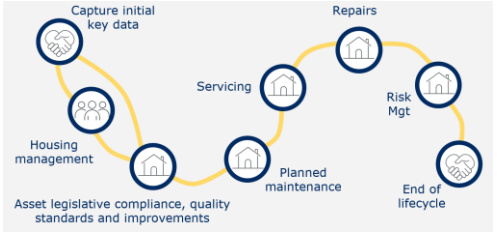


Automated action and streamlined processes for better service delivery

Resident wellbeing & IoT action

Designing services around needs with smarter use of data, analytics & technology





Prioritising safety & compliance

Maintaining the Golden Thread allowing focus on safety risks

THANK YOU

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