



Powered by
spike

Executive Summary

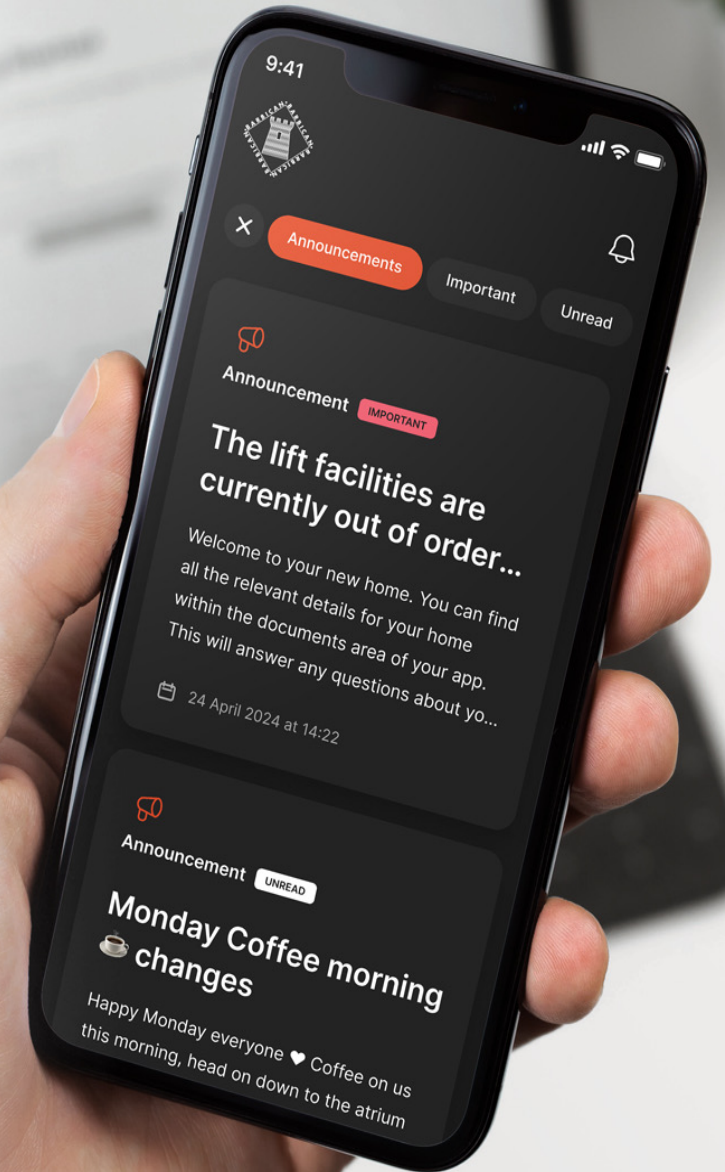
The City of London are looking to implement a resident portal at the Barbican Estate

By using Spike, the Barbican Estate portal will become the primary interface between your residents and your operational teams as well as integrating the wider community, making for a more connected living experience.

Our approach to delivery is unique, working closely with the Barbican Estate team in establishing a long-term partnership through collaboration and transparency.

Looking to bridge the communication gap with the Barbican Estate residents through a white-labelled app, enabling:

- Outgoing Communication with Leaseholders
- Incoming Communications with chat functionality
- Parcel Management
- Social Engagement
- and much more...



Selection of Clients

Over 13 years' experience working within the residential real estate industry across Property Management, Build-to-Rent, Built-to-Sell, PRS, Student, Co-Living, and Later Living sectors.



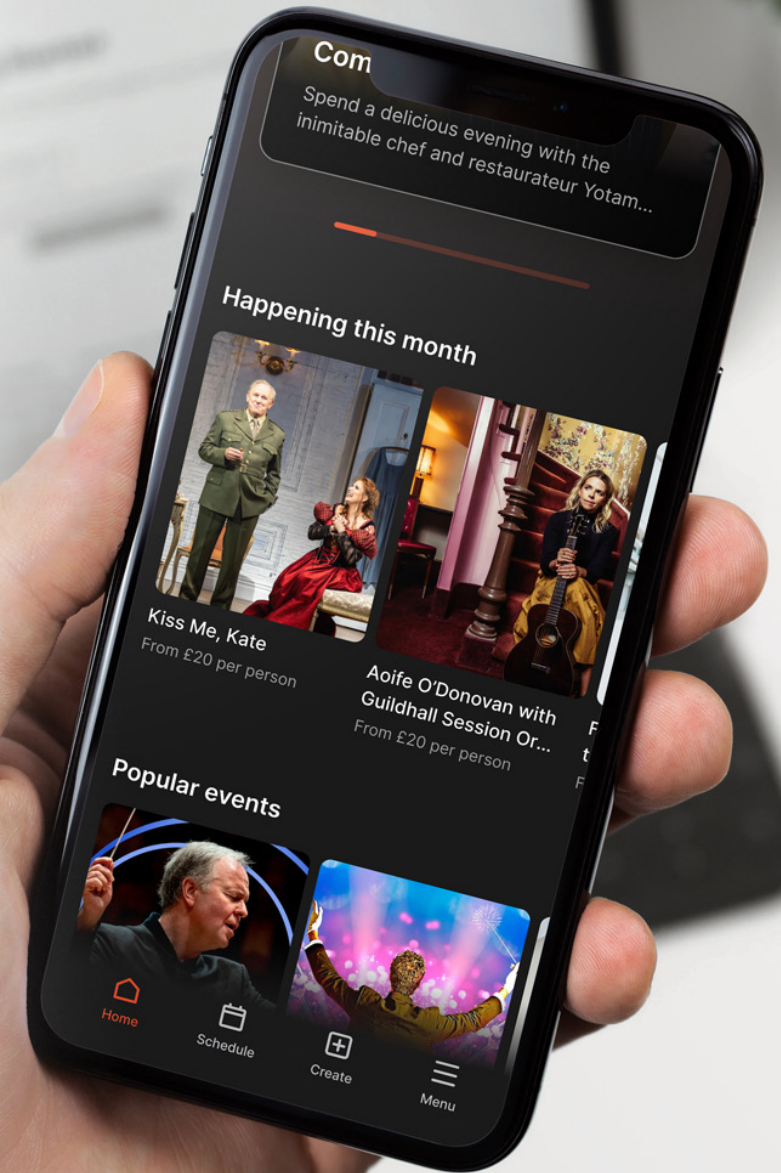
The Importance of Technology

Trusted by over **250,000 residents** in **1,000 buildings** across **25 countries**, Spike's solutions are renowned for their significant impact.

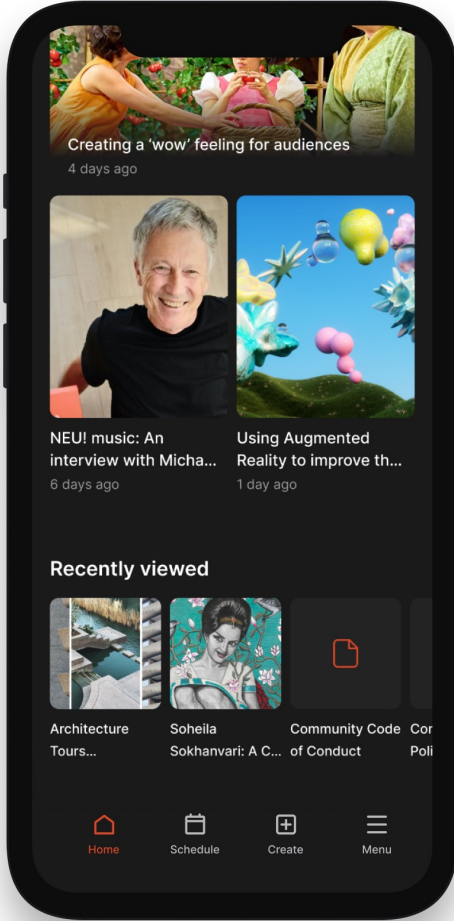
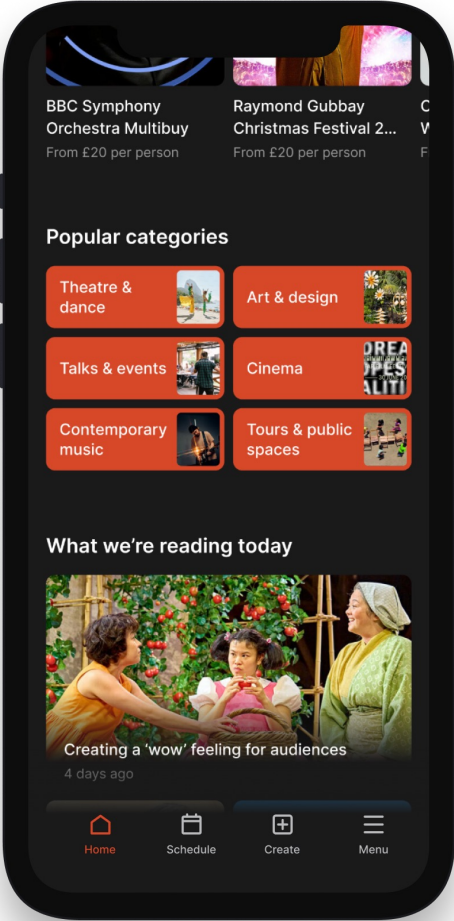
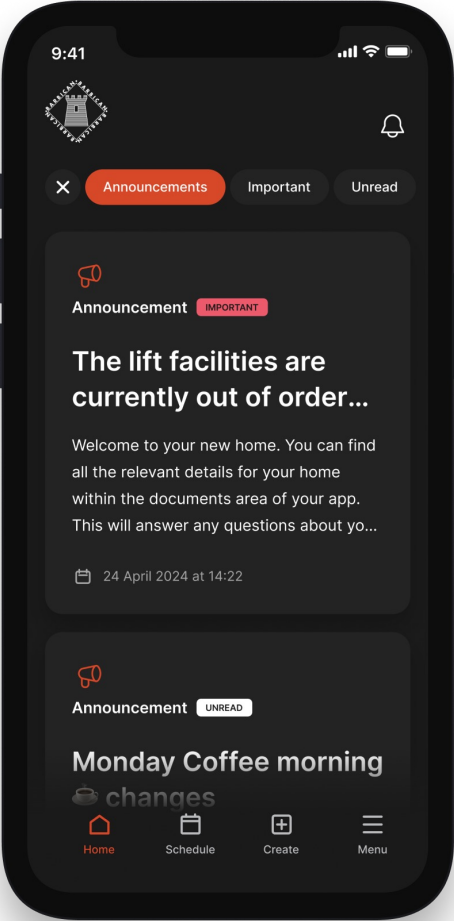
By partnering with Spike, the Barbican Estate can expect to:

- Reduce time spent on building management tasks by up to 75%
- Reduce resident enquiries by up to 60%
- Increase event participation by up to 46%
- Reduce response times for maintenance requests by up to 30%.

Ultimately, increasing efficiencies, modernising services, growing ancillary revenue and enhancing community engagement across the Barbican Estate.



Example Barbican Screens



Spike Living

Resident App Functionality

Your resident app is designed to become a community hub of information and social activity. Empower your residents to connect with neighbours, management staff, amenities and the wider local community, enhancing their attachment to the lifestyle that you offer.



Service Requests

Send enquiries and submit forms such as defect reports, visitor requests, key waiver or anything else you might need.



Amenities

View and book available amenities within your building and estate.



Events

Browse and book events organised by you and community partners.



Social

Connect with your neighbours through clubs and forums.



My Deliveries

Receive notifications and manage deliveries.



Promotions

Access exclusive promotions from you and community partners.



News & Articles

View the latest community news and articles in your development.



Announcements

View the latest important announcements.



My Property

View manuals, instruction videos, floor-plans and even pay bills.

Spike Living

Management Dashboard Functionality

Your management dashboard connects your staff to residents and their day-to-day needs, enabling them to efficiently manage your thriving community. The dashboard has an array of functionality that allows your staff to provide excellent customer service and supports connectivity across multiple internal disciplines and third-party contractors.



Service Requests

Manage enquiries, defects, requests and much more with form builder and workflow management.



Automation

Set up automated workflows to manage communications, tasks and information updates based on specific triggers.



Manage Bookings

Create and manage bookings for all services, events and amenities.



Manage Deliveries

Streamline and simplify your parcel management.



Visitor Management

Register, track, and manage all visitors onto the estate.



Manage Social

Build and manage a thriving community for your residents through clubs and forums



Data Management

Create, store and access all property and contact information in one central place.



Admin

Create and manage resident user profiles and staff dashboard profiles.



Document Management

Manage manuals, instruction videos, floor plans and invoices.



Transactions

Store and access all transactions and view payments in one central place.



Task Management

Organise, prioritise and track tasks ensuring nothing gets missed.



Reporting

Create custom reports to gain actionable insights for better decisions.

Commercials

Spike Pricing* (GBP)	Description
<p>Monthly Subscription Fee:</p> <p>Year 1 - 2,074 units @ £1.50 per unit - £3,111 + VAT Year 2 - 2,074 units @ £1.40 per unit - £2,904 + VAT Year 3 - 2,074 units @ £1.30 per unit - £2,696 + VAT</p> <p>Spike are willing to discuss a reduction of the unit fee should the social housing division wish to discuss further.</p>	<p>Includes subscription to Spike PMS including associated functionality including updates & product enhancements, hosting and support.</p> <p>To include:</p> <ul style="list-style-type: none">- iOS & Android App- Management Dashboard
<p>Implementation, Configuration, Integration and Training Fee:</p> <p>One-time fee: £15,000 + VAT</p> <p>This includes integration with Civica CX.</p>	<p>This one-off fee covers system developing a unique instance, branded in line with your portfolio as well as data import and system configuration.</p> <p>A dedicated Project Manager will be assigned to coordinate the set-up and implementation and will act as your point of contact.</p>
<p>Other Considerations:</p> <p>Spike Development/ Integration Day Rate: £750 per day</p>	<p>Spike's software delivers a feature rich resident portal off-the-shelf. However, we understand the need to connect to third-party solutions outside of our current integrations. We have an integration team who will work with to understand any required integrations for the project.</p> <p>Bespoke features will be scoped and discussed, and a price agreed before any work is started.</p>

*All pricing excludes VAT. Quote valid for 90 days.

Resident App Timeline & Rollout

