ENTERPRISE LETTING AGENCY GUIDE

Choosing the right Property Management software

A practical guide for MDs and Operations Directors at multi-branch UK letting agencies evaluating their next platform.

This guide is for the moment when you've recognised that gap and need a clear, practical framework for choosing what comes next.

It's a buying framework, built for agencies managing significant property volumes across multiple branches, where the cost of the wrong decision is high and the stakes of getting it right are higher.

CONTENTS

Diagnose what's broken

The most common mistake in software selection is jumping to features before diagnosing the real problem. Agencies that skip this step often end up with a new platform that replicates the inefficiencies of the old one, just with a different interface.

Before evaluating new software, map where your current platform is failing. The warning signs that enterprise agencies have outgrown their platform:

• Where do processes break down most often, and is that a software problem or a process problem?
• Which tasks currently require manual intervention that your team expects software to handle automatically?
• How many separate systems does your team log into in a typical working day, and how much time is lost switching between them?
• When you prepare for a compliance audit, how long does it take, and should it take that long?
• What would you need to add — people, tools, workarounds to double your managed portfolio on your current platform?

The answers to these questions define your actual requirements, not the feature list a vendor will show you in a demo.

PROPCO IN PRACTICE
PropCo clients have reduced tenant registration time from 7 days to 70 minutes and increased daily tenancy renewal capacity by 100%. These gains came from eliminating manual handoffs in their previous platforms, not from adding new technology on top of old processes.

2026 Compliance Reality
Why the status quo is no longer neutral

Staying on your current platform is not a risk-free decision. The regulatory environment in 2026 means that operational inefficiency now carries direct compliance exposure.

The Renters' Rights Act Phase 1 takes effect on 1 May 2026. The headline changes with the abolition of fixed-term tenancies, removal of Section 21, mandatory Written Statements for all new periodic tenancies and introduction of new procedural requirements at every stage of the tenancy lifecycle. Proof of service becomes a key risk area, with local authority fines of up to £7,000 for failures.

For agencies managing large portfolios, the risk scales with your portfolio size.

The question to ask of any platform you're evaluating is not "does it handle compliance?" **But** "does it automate compliance so that risk is removed from the equation entirely?"

What compliance-ready software looks like in practice
- Automated certificate expiry tracking with proactive alerts
- System-generated Written Statement production and proof-of-service logging
- Section 13 rent increase notice management with correct notice periods built in
- Tenancy conversion tracking for all ASTs converting to periodic on 1 May 2026
- Complete audit trail on every action accessible instantly

Making Tax Digital for landlords is also on the horizon. Agencies whose client accounting is integrated with their property management platform will be significantly better positioned when MTD requirements extend to landlords.

Marketplace or End-to-End?
Decision that shapes everything else

This is the most consequential structural decision in your software evaluation. It's worth taking seriously before you speak to any vendor.

Marketplace model

You select best-in-class tools for each function — CRM, compliance, client accounting, maintenance, and onboarding and connect them via integrations. You get flexibility and the ability to swap individual components.

The trade-off: multiple contracts, multiple support relationships, a data layer that nobody fully owns, and a reporting function that requires manual consolidation across systems. At enterprise scale, this compounds — every integration point is a potential failure point.

End-to-end platform model

A single platform handles the full lettings lifecycle — tenancy management, compliance, client accounting, tenant onboarding, maintenance, portals and portfolio reporting — in one consolidated system on one database.

The trade-off: less flexibility to swap individual components. The benefit: coherence. Every stakeholder works from the same data. Reporting is live and consolidated. Audit trails are complete. And when something goes wrong, there is one support relationship, not five.

THE QUESTION TO ASK YOURSELF
At your current scale, what costs you more — the occasional limitation of a single platform, or the daily overhead of managing five separate systems that don't quite talk to each other?

Enterprise capability checklist

Use this when evaluating any platform. These are the capabilities that matter at enterprise scale, not the features that appear in every vendor's marketing material.

Capability	Why it matters at enterprise scale
Consolidated multi-branch reporting	Live across all branches — no manual assembly
Enterprise client accounting	Built for lettings — not a generic bolt-on
Automated compliance workflows	Certificates, notices, RRA Written Statements
Tenancy lifecycle automation	Renewals, rent reviews, expiry alerts
Tenant onboarding portal	Self-serve dramatically reduces registration time
Landlord and tenant portals	24/7 access to statements, documents, maintenance
Integrated maintenance management	End-to-end, not a separate tool requiring integration
Complete audit trail	Every action, every change — accessible instantly
Single consolidated database	One source of truth across all branches and brands
Real-time portfolio analytics	Performance, voids, compliance — no spreadsheets
Scalable user management	Add branches without adding proportional headcount
Data migration support	Managed transition — defined timeline, no data loss
UK-specific compliance updates	Platform updates as legislation changes
Dedicated implementation support	Proper change management — not just onboarding
SLA-backed uptime guarantee	Enterprise availability — not consumer-grade reliability

Questions that reveal whether a Platform will actually work

Most vendor demos show you the same thing: a polished interface and a list of features. The questions that reveal whether a platform will actually work for your business are the ones vendors don't always expect.

On implementation
- What does your implementation process look like for an agency of our size, and what is the typical timeline?
- Who owns the data migration, and what is your track record on migrations from our current platform?
- What does 'go live' mean in practice, and what support is in place in the 90 days after?

On compliance
- How did your platform handle the Renters' Rights Act changes, and when were those updates available to clients?
- How are legislative changes communicated and rolled out?

On support
- What is your SLA for support response, and how is that tracked and reported?
- Who is our named contact after implementation, and what does an ongoing support relationship look like?

On data
- Where is our data held, and what are the data security standards?
- What does data portability look like if we ever decide to move away?
- Who owns our data — and is that contractually unambiguous?

Building the internal business case

Most platform decisions at enterprise scale require internal sign-off beyond the MD. Whether that's a board, an investor, a group operations director or a finance lead, you'll need a business case that translates operational pain into financial terms.

The cost of the status quo
Calculate the weekly hours your team spends on manual processes that better software would automate. Multiply by the average hourly cost. This is your ongoing operational cost of staying, and it grows as your portfolio grows.

The compliance exposure
How many tenancies are currently managed in ways that create audit exposure? At £7,000 per failure under the Renters' Rights Act, a single branch with poor proof-of-service processes represents meaningful financial risk at scale.

The growth ceiling
What does it cost — in headcount, overhead and management time — to add the next 200 properties on your current platform? Compare that to the same growth on a platform built to scale. The difference is the ROI case for switching.

The Switching Question

No guide for enterprise letting agencies would be complete without addressing the question that keeps most MDs on platforms they've outgrown: what does switching actually involve?

The **honest answer** is that switching is a project. It has a start date, a migration phase, a go-live milestone and a stabilisation period. Done properly with a vendor who has a structured implementation process and a track record of migrations at your scale, it is a defined and manageable project.

What it is not is risk-free.

Any platform change involves a period of adjustment. The question is whether that adjustment cost, incurred once, is worth more or less than the ongoing cost of staying on a platform that is limiting your growth, adding compliance risk and absorbing staff time on manual processes that should be automated.

For most enterprise letting agencies evaluating this decision seriously, the maths does not add up.

What a well-managed implementation looks like

- A dedicated implementation manager is assigned before contract signature
- A structured data audit and migration plan with sign-off at each stage
- Parallel running period where both systems operate simultaneously
- Role-specific training delivered to your teams — not generic product videos
- Named support contact for the first 90 days post go-live
- Clear SLA commitments from day one — not just during the sales process

WHY PROPCO

PropCo is built specifically for enterprise lettings operations — consolidating tenancy management, client accounting, compliance and tenant onboarding in a single platform. With over 25 years in the UK lettings market, PropCo manages approximately 12% of the UK agency rental market and processes £3 billion in transactions every year, reconciled to the penny.

Clients include Countrywide, KFH, Benham and Reeves and more. If you're evaluating your options, speak to our team — we'll show you exactly how PropCo handles the specific challenges of multi-branch agencies at your scale. propco.co.uk/demo | 0845 0047 142