

# Business Optimisation: Opportunity Outline Commercial Reporting

29<sup>th</sup> November 2023

## Opportunity Name:

Business Owner/ Sponsor:	Sarah Norstrom		
Submitted by:	Sarah Norstrom	Business area:	Commercial / Investment

## Problem Statement

Currently all commercial reporting is manual and held by Commercial via excel and word format reporting until the opportunity completes and is placed onto Qube. This creates a lack of visibility around opportunities, offers, time taken to move from offer to completion as well as missing detail around agents appointed and fall throughs.

## Business Objective

Bring Commercial Lettings onto systems to allow the leasing journey to be tracked and reported accurately through SF, similar to the residential process.

## Business Outcome

Capture all commercial activity via systems prior to commercial lease completing and moving onto Qube / accounting software.

## Benefits

Greater visibility of commercial activity, move away from manual reporting and record keeping via excel / word, reduce time and workload for reporting

## Is this a compliance/ regulatory impact for consideration

No

## Risks

Training team on new process and adopting new processes into workflow – considered low risk based on time saved once implemented and adopted.

## Additional Information

Growing commercial portfolio – ERV c.£4m across BTR and PRS.

Please submit your completed form to the Business Optimisation Team.

**Thank you**