

Statement of Work

GRAINGER PLC

SALESFORCE VOID MANAGEMENT - RELEASE 1

*Version 1.0
August 23, 2023*

Contents

1	STATEMENT OF WORK	3
1.1	OVERVIEW.....	3
1.2	OBJECTIVES	3
1.3	DELIVERY APPROACH	4
1.4	RESPONSIBILITIES	5
1.5	AVAILABILITY	6
1.6	REFERENCES	6
2	PROJECTED COST AND TIMELINES	8
2.1	EXTENSION OF SERVICE PERIOD	9
3	EXCLUSIONS	10
4	ACCEPTANCE	12
5	APPENDIX – BACKLOG.....	13

1 STATEMENT OF WORK

1.1 OVERVIEW

Grainger PLC are planning significant expansion over the next few years; the current systems and processes used to manage unit voids are not scalable to support this anticipated growth.

Grainger PLC require a centralised, standardised void workflow that tracks the end-to-end void progress, minimises delays and provides visibility into upcoming work, timelines & responsibilities.

Open Box will implement a new Void Management process within Grainger PLC's existing Salesforce org that aligns with Salesforce features and best practices.

To this end, Open Box has already delivered a high-level design, future-state process, data model, proof of concept and backlog of user stories to Grainger PLC.

This project will build on this design and deliver a first release of core Void Management functionality in Salesforce.

1.2 OBJECTIVES

The objectives of the first release of this project are to -

1. Prioritise the existing user stories on the backlog (in collaboration with Grainger) to determine those that will deliver the core functionality required for release 1.
2. Define the acceptance criteria for user stories in scope for release 1.
3. Deliver core Void Management functionality within Salesforce that is anticipated to contain the following features:
 - a. Enable users to create & complete an end-to-end void workflow.
 - b. Automatically calculate & revise estimated void timelines.
 - c. Automatically update Salesforce units with void-related information.
 - d. Provide a view of task lists for users and teams.
 - e. Provide a view of voids for a unit & building.
 - f. Enable users to upload void-related documents to Salesforce.
 - g. Display a property calendar of onsite void tasks.
 - h. Display a dashboard of KPIs & voids behind schedule.

- i. Replace internal notification emails with tasks & dashboards.
 - j. Audit history.
4. During the course of the project, identify and prioritise additional features that would add business value and may be delivered in subsequent releases, as well as identifying potential system and process improvements to the organisation as a whole.

1.3 DELIVERY APPROACH

The delivery approach will be based on the agile SCRUM framework. Iterative delivery is achieved through a series of 3-week sprints.

An agile delivery approach allows for the early delivery of outcomes and provides flexibility to adjust for any unforeseen opportunities or issues uncovered during the project.

A backlog will be maintained to track outcomes to be delivered and indicate priority of these outcomes relative to each other. The backlog will be a living artifact that will evolve as Open Box and Grainger collaborate and will serve as the single source of truth with regards to scope.

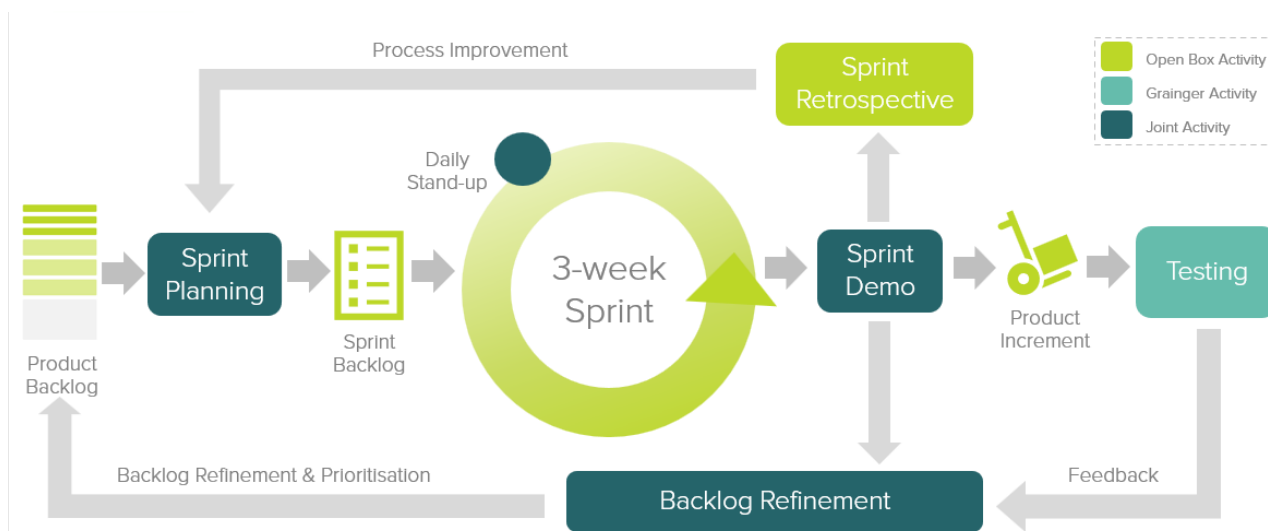


Figure 1: Agile Delivery Approach

Grainger representatives will be required to participate in the following during each sprint cycle:

- **Backlog Refinement** – Open Box and Grainger representatives will meet to prioritise user stories on the backlog as well as review and agree on acceptance criteria for user stories at the top of the backlog.

- **Demo** – Open Box will meet with Grainger representatives to demonstrate the outcomes delivered in the past 3-week period.
- **Sprint Planning** – Outcomes on the backlog will be selected for the next 3-week period.
- **Testing** – Open Box will be responsible for unit testing and QA testing of functionality. Grainger representatives will conduct user acceptance testing of new functionality delivered in each sprint and provide feedback within 1 week of the demo.
- **Stand Up's** – Regular, 15-minute stand up calls will be held to report on progress; the Grainger product owner is expected to participate regularly in these calls to provide feedback and give input on any questions that arise.

Grainger feedback from demos and testing will be classified as either bugs or enhancements (depending on the user story and acceptance criteria). Bugs will be fixed in a subsequent sprint, whereas enhancements will be incorporated into the backlog and prioritised accordingly.

1.3.1 UAT

Designated Grainger business users will be given access to a UAT sandbox to test the functionality end-to-end and ensure that the overall solution is functioning as expected.

Issues raised will be classified as bugs or enhancements (as above). Bugs will be fixed during the UAT period. Any other enhancements or new requirements will be added to the backlog for future development.

1.3.2 Support

Open Box will provide post-go-live support for 10 working days immediately following the production deployment.

Where additional or ongoing support, enhancements and maintenance of the solution is required:

- A separate support agreement will be required, or
- If Grainger chose to [extend](#) Open Box's services under this Statement of Work, support may be incorporated into the backlog.

1.4 RESPONSIBILITIES

1. Open Box will be responsible for:
 - a. Providing the services described in the [Objectives](#).

- b. Communicating any significant changes in project scope and estimated timelines as they occur.
 - c. Delivering a progress report to Grainger on a regular basis, that will include:
 - i. General status update
 - ii. Project risks
 - iii. Project milestones and timeline forecast based on the current scope of release 1.
2. Grainger PLC will be responsible for:
- a. Identifying the appropriate personnel and stakeholders to be involved in the project.
 - b. Making key personnel and stakeholders available throughout the project, including participation in the activities (and within the timelines) detailed in the [Delivery Approach](#).
 - c. Ensuring there are no other projects planned or in operation that may hinder this project.

1.5 AVAILABILITY

- 1. Open Box resources will be contactable and available for meetings via conference calls/video conferences:
 - a. Monday to Friday 9AM – 6PM South African time (GMT +02:00) which currently corresponds to 8AM – 5PM (BST), excluding public holidays.
- 2. All consultancy and all development work will be completed by Open Box offsite.
 - a. It is not expected that the project requires Open Box resources onsite. Where onsite personnel are required, all reasonable expenses for travel and subsistence shall be reimbursed by Grainger. Open Box shall not bill any mark-up or administration fee onto any such expenses. Approval for expenses shall be obtained from Grainger prior to being incurred.

1.6 REFERENCES

- Void management backlog delivered to Grainger PLC
- *Grainger PLC – Void Management High Level Design v1.0.docx*

- *Grainger – Void Management – Proposal Presentation v1.0 02 03 2023.pdf* – Including future-state process, void workflow and proposed data model.

2 PROJECTED COST AND TIMELINES

Open Box will provide the following services:

- An agile sprint team delivering sprints at a cost of £35 100 per sprint.
 - Release 1 is currently projected to require 4 sprints (£140 400)
 - The team will be staffed to include the following skillsets as required:
 - Salesforce Technical Architect
 - Business Analyst
 - Developer
 - Quality Assurer
 - Project Managers
- UAT support at a minimum cost of £1, 800 per week.
 - Open Box has included 2 weeks (10 days) of cover to be provided to support the [UAT](#) process and fix any new bugs identified (£ 3 600).
 - UAT support will be billed for the duration of the UAT period (i.e., from the end of the final sprint until UAT sign-off by Grainger) on a pro-rata basis.
- Production deployment & and post-go live [support](#) at a minimum cost of £1 800 per week.
 - Open Box has included 2 weeks (10 days) cover to be provided immediately following the production deployment (£ 3 600).

The project is expected to start on 4th September 2023 and require 4 sprints to complete development as well as 2 weeks for UAT.

- The total cost of Release 1 is therefore estimated to be £ 147 600.
- The total duration of Release 1 is expected to be 14 weeks as well as an additional 2 weeks for post go-live support.

Release 1 Phases	Expected Start Date	Duration	Estimated Cost (GBP)
Sprint 1	4 th September 2023	3 weeks	£ 35 100
Sprint 2	25 th September 2023	3 weeks	£ 35 100
Sprint 3	16 th October 2023	3 weeks	£ 35 100
Sprint 4	6 th November 2023	3 weeks	£ 35 100
UAT	27 th November 2023	2 weeks	£ 3 600
Production Deployment & Post Go-Live Support	11 th December 2023	2 weeks	£ 3 600
Release 1 Total		16 weeks	£ 147 600

All amounts are quoted in GBP (£) and exclude VAT, if applicable.

Project costs will be billed monthly, in arrears.

This quotation is valid until 31st August 2023. Open Box will require sign-off on this Statement of Work by this date in order to meet the anticipated 4th September 2023 start date.

2.1 EXTENSION OF SERVICE PERIOD

The provision of these services may be extended - by mutual agreement of Open Box and Grainger PLC - at the rates above.

Email communication is considered sufficient and binding for this purpose.

3 EXCLUSIONS

The following is not included in the cost or scope of this project:

1. Any end-user documentation, change management or training.
2. Solution documentation, other than user stories.
3. Data migration
 - a. All data is either assumed to already exist in Salesforce or will be created via the Void Management functionality.
 - b. As the Salesforce Void Management solution goes live, users will start using it to create new voids. Any voids in progress will be completed using the current manual process.
 - c. It is assumed that the existing Salesforce customer and property data is of sufficiently high quality to support the Void Management process. No cleansing, enriching or de-duplication is planned.
4. Additional Salesforce costs, license fees, subscriptions or services
 - a. It is understood that all users of the first release of the Void Management solution have already been provisioned with full Salesforce licenses. It should therefore not be necessary to purchase additional licenses.
 - b. It is not expected that the solution will require any additional costs for data and file storage. This is based on current understanding and scoped features and is subject to change if additional requirements (e.g. file storage) are introduced.
5. Release 1 will not address the full project backlog. Functionality that is not included in Release 1, including the following, may be addressed in future releases:
 - a. Integration with Qube, FSI or other data sources.
 - b. Incorporating expected delays into timelines.
 - c. Custom, user-defined tasks.
 - d. Capturing detailed works required and creating resultant tasks.
 - e. Detailed refurbishment tasks
 - f. Replacing the existing PVI checklist.

- g. Uploading compliance certificates and EPCs with expiration dates.
 - h. Online tenant instructions, such as notice to quit and deposit return instructions.
 - i. Advanced dashboards; trends & comparison analysis.
 - j. Incorporating viewings & non-void activities into the property calendar.
 - k. Customising turnaround times.
 - l. Catering for non-working days.
 - m. Automated emails to tenants (including move out emails).
6. Only the browsers detailed within [Salesforce Help](#) will be supported by the web solution.

4 ACCEPTANCE

The parties hereto, each acting under due and proper authority, have executed this Agreement as of the day, month and year first written below.

For and on behalf of Open Box Software

For and on behalf of Grainger PLC

Signature: Sam Duncan
Sam Duncan (Aug 25, 2023 14:05 GMT+2)

Name: Sam Duncan

Position: Salesforce Director

Date: 08/25/23

Signature: Paul Glibbery
Paul Glibbery (Aug 25, 2023 12:46 GMT+1)

Name: Paul Glibbery

Position: CIO

Date: 08/25/23

5 APPENDIX – BACKLOG

The following user stories from the current backlog may be considered for inclusion in release 1:

Epic	Summary	User Story
Creating Void with High Level Tasks & Initial Estimated Timeline	New Void - Create a Void	As a Renewals, Onsite PM or Centralised PM user, I want to create a new void once the tenant has provided NTQ, so that the void process can begin.
Creating Void with High Level Tasks & Initial Estimated Timeline	New Void - Generate Void Phases & Tasks from Template	When a new void is created, I want all the void phases and high-level tasks to be visible, so that users can see all the activities that will need to be completed for the void.
Creating Void with High Level Tasks & Initial Estimated Timeline	Calculate Estimated Timelines - Tasks Dependent on a Void Date	When a new void is created, I want all the tasks that start on a specific date to have an estimated start date and an estimated end date based on the void start date, target PVI date or FV date (as applicable) as well as the estimated number of days required to complete each task, so that users can plan ahead.
Creating Void with High Level Tasks & Initial Estimated Timeline	Calculate Estimated Timelines - Tasks Dependent on Completion of a Prior Task	When a new void is created, I want certain tasks to start as soon as other prerequisite tasks are complete and for estimated start & end dates to be displayed accordingly, so that users will know to start working on those tasks as soon as possible.
Creating Void with High Level Tasks & Initial Estimated Timeline	Calculate Estimated Timelines - Tasks Dependent on Completion of a Prior Phase	When a new void is created, I want all the tasks that are dependent on the completion of a prior phase to have an estimated start date and an estimated end date based on the sequence of phases & estimated number of days required to complete each task, so that users can plan ahead.
Creating Void with High Level Tasks & Initial Estimated Timeline	New Void - Assign Responsible Queues to Tasks	When a task is created, I want the task to be assigned to a responsible team/queue, so that there is clear responsibility for tasks.
Creating Void with High Level Tasks & Initial Estimated Timeline	Data Migration - Void Queues	When the void process is initially deployed, I want the void-related building queues to be prepopulated for all existing buildings in Salesforce, so that users do not need to manually set up queues for each building.
Creating Void with High Level Tasks & Initial Estimated Timeline	Assign Tasks to Individuals	As a user, I want to assign a task to an individual within the relevant team, so that users know the tasks for which tasks they are responsible.
Creating Void with High Level Tasks & Initial Estimated Timeline	New Void - Calculate Target PVI Date	When a new void is created, I want the target PVI date to be automatically calculated, working back from the Future Vacate date and the expected duration of the PVI and Book Works phases, so that the user does not need to manually calculate and capture this date.

Epic	Summary	User Story
Creating Void with High Level Tasks & Initial Estimated Timeline	See Salesforce Unit & Building Attributes in a Void	As a user, I want to see relevant information about the building and unit that is available in Salesforce when working on a void (including Live/Work status & if the unit is due to be sold), so that I do not need to navigate to other screens to find this information.
Creating Void with High Level Tasks & Initial Estimated Timeline	Capture Core Void Details	As a user, I want to capture key void information such as NTQ date and actual PVI date (once confirmed with the tenant), so that other users looking at the void have access to relevant information.
Creating Void with High Level Tasks & Initial Estimated Timeline	Capture a Reason for Updating Key Void Dates	As a user, I want to be able to update the FV, target PVI and actual PVI dates and capture a reason for the change, so that other users can see why void timelines are changing.
Creating Void with High Level Tasks & Initial Estimated Timeline	Capture Comments	As a user, I want to be able to capture ad hoc comments / notes about a void, so that all users working on the void will have access to the information.
Creating Void with High Level Tasks & Initial Estimated Timeline	Set Tasks to Not Applicable	As a user, I want to indicate when a task is not applicable for a particular void, so that no action is taken on that task.
Updating Estimated Timelines	Recalculate Estimated Timelines - Updating Target PVI Date	When the target PVI date is updated, I want the estimated start & end dates for the PVI task(s) to be recalculated, so that users are working with up-to-date timelines.
Updating Estimated Timelines	Recalculate Estimated Timelines - Completing a Dependent Phase	When a task is dependent on the completion of a prior phase to start and the estimated end date(s) for any task(s) in that prior phase are updated, I want the estimated start and end dates of the dependent task to be updated, so that users have the most up-to-date timelines.
Updating Estimated Timelines	Recalculate Estimated Timelines - Completing a Dependent Task	When a task is dependent on the completion of other prerequisite task(s) and the estimated end date for any of those prerequisite tasks is updated, I want the estimated start and end dates of the dependent task to be updated, so that users have the most up-to-date timelines.
Updating Estimated Timelines	Recalculate Estimated Timelines - Exclude N/A Tasks	When a task is marked as not applicable for a void, I want the task's expected duration to no longer be incorporated into the void's estimated timelines, so that timelines are as accurate as possible.
Completing Tasks & Saving Actual Timeline	Start Tasks - Void Creation	When a new void is created, I want the first phase to reflect as current and all tasks dependent on the void start date to start, so that work will commence on the first void phase.
Completing Tasks & Saving Actual Timeline	Start Tasks - PVI Tasks	When the actual PVI date is confirmed, or when it is subsequently changed, I want the PVI task(s) to start on that date, so that users have the correct start date for those tasks.
Completing Tasks & Saving Actual Timeline	Start Tasks - Move Out Tasks	When the void is created or the FV date is subsequently changed, I want the tasks in the Move Out phase to start on the FV date, so

Epic	Summary	User Story
		that users know to start working on those tasks on the correct date.
Completing Tasks & Saving Actual Timeline	Capture Progress of a Task	As a user, I want to indicate when work on a task is in progress, so that others know I have started on the task.
Completing Tasks & Saving Actual Timeline	Complete Tasks	As a user, I want to indicate when work on a task is complete and for the task's actual end date to be saved, so that the task will no longer reflect as outstanding and the actual time taken to complete the task can be measured.
Completing Tasks & Saving Actual Timeline	Complete a Phase	When all the tasks in a phase are complete, I want the phase to reflect as complete and the next phase to reflect as current, so that users don't need to check if they are the last person to complete a task in a phase and manually close the phase.
Completing Tasks & Saving Actual Timeline	Start Tasks - Dependent on Completion of a Prior Phase	When a phase is complete, I want all of the tasks that are dependent on the completion of that phase to start, so that users know to start working on the dependent tasks.
Completing Tasks & Saving Actual Timeline	Start Tasks - Dependent on Completion of a Prior Task	When a task's start is dependent on other prerequisite task(s), I want the dependent task to start as soon as all of the prerequisite task(s) are complete, so that users know to start working on the dependent task.
Completing Tasks & Saving Actual Timeline	Start Tasks - Updating Task Status	When a task starts, I want the task status to be updated from Pending to To Do, so that users know work can commence on the task.
Completing Tasks & Saving Actual Timeline	Recalculate Estimated Timelines - Starting a Task	When a task starts, I want the estimated end date to be recalculated based on the task's actual start date & expected duration, so that users know the timeframe in which the task is supposed to be completed.
Completing Tasks & Saving Actual Timeline	See % of Phase Completion	As a user, I want to see the % completion of a phase, so that I have an indication of the amount of work that remains in that phase.
Completing Tasks & Saving Actual Timeline	Close a Void	When all the tasks required for a void are complete, I want the overall void to reflect as complete, so that users don't need to check if they are the last person to complete the final void task and manually close the void.
Cancel a Void	Cancel Void Created in Error	As a Renewals, Onsite PM or Centralised PM user, I want to be able to cancel a void where it was created in error, so that no further action is taken on the void.
Cancel a Void	Close a Void where Tenant Rescinds NTQ	As a Renewals, Onsite PM or Centralised PM user, I want to be able to close a void and indicate where the tenant has rescinded their notice to quit, so that no further action is taken on the void.
Tasks Lists	Reporting - See Team Tasks	As a user, I want to see incomplete void tasks for which my team is responsible, so that I have visibility into the pipeline of void-related work.
Tasks Lists	Reporting - See an Individual's Tasks	As a user, I want to see incomplete void tasks that have been assigned to me as well as an indication of when the void task is ready to be worked on, so that I know what I am responsible for completing.

Epic	Summary	User Story
Tasks Lists	Reporting - See Active Voids by Building	As an Onsite PM user, I want to see an overview of active voids at my property/estate including the current phase and estimated available date, so that I have visibility into void progress.
Unit Sale	Save Unit Sale Status	As a Renewals, Onsite PM or Centralised PM user, I want to indicate where a void is for a unit due to be sold, so that other users will have access to this information.
Unit Sale	Default Unit Sale Status from Salesforce	When a property / unit is already flagged with a strategy to sell in Salesforce, I want a new void for this unit to automatically reflect this, so that I do not need to re-enter known information.
Unit Sale	Reporting - See New Voids Confirmed for Sale	As an Asset Manager I want to see any new, confirmed voids where the unit is going to be sold, so that I know to start the sale process.
Unit Re-let	Save Relet Status & Create Void with Associated Tasks	As a Renewals, Onsite PM or Centralised PM user, I want to indicate where a new void is for a unit that is due to be re-let, so that the Set Rent tasks will be visible.
Unit Re-let	Edit Relet Status & Hide/Show Relet Tasks	As a Renewals, Onsite PM or Centralised PM user, I want to change the initial indication of whether the unit is due to be re-let, so that the Set Rent tasks will be added or removed from the timeline (as applicable) and the timeline will be updated accordingly.
Unit Re-let	Reporting - See New Voids Confirmed for Relet	As member of the Lettings team, I want to see any new voids that have been confirmed for re-let, so that I can initiate the marketing and letting process.
Refurb vs Refresh & Unit Available Date	Save/Update Refurb vs Refresh Status & Hide/Show Associated Tasks	As a Onsite PM or Centralised PM user, I want to indicate at the start of a void whether the unit is likely to require refurb or refresh or neither, as well as confirm after PVI whether the unit needs to be refurbished or refreshed or neither, so that any relevant tasks will be included in the void and the timelines will reflect accordingly.
Refurb vs Refresh & Unit Available Date	See Estimated Available Date & Void Completion Date	As a user, I want to see the unit's estimated available date as well as the overall void's estimated completion date based on the latest void timelines, so that users can easily see key target dates.
Refurb vs Refresh & Unit Available Date	See Actual Available Date & Void Completion Date	As a user, I want to see the unit's actual available date as well as the overall void's actual completion date, so that users can compare target & actual key dates.
Update Salesforce Unit Details	Update Salesforce Unit - New Void	When the NTQ has been confirmed, I want the Salesforce unit details (including Unit Status and Future Vacant Date to be updated, so that users looking at the unit will see up-to-date information.
Update Salesforce Unit Details	Update Salesforce Unit - New Void to be Relet	When a NTQ has been confirmed for a unit to be relet, I want the Salesforce unit's Available Relet Date to be populated, so that the Marketing process in Salesforce is triggered.
Update Salesforce Unit Details	Update Salesforce Unit - Keep Unit Status Continuously Up to Date	When key void information is updated, I want the Salesforce unit status to be updated accordingly, so that the unit status reflects the latest available void information.

Epic	Summary	User Story
Update Salesforce Unit Details	Update Salesforce Unit - Keep FV Date Continuously Up to Date	When the Future Vacant date on a void is updated, I want the Salesforce unit's Future Vacant Date to be updated, so that the unit reflects the latest available information.
Update Salesforce Unit Details	Update Salesforce Unit - Keep Available Relet Date Continuously Up to Date	When a void's Estimated Available Date changes or once the Actual Available Date for a unit that is to be re-let is known, I want the Salesforce unit's Available Relet Date to be updated, so that Marketing & Lettings have access to the latest available information.
Update Salesforce Unit Details	See Unit View Arrangements & Key Location	As a Lettings user, I want to see the latest void-related marketing/viewing arrangements & key location when viewing a unit in Salesforce, so that I have the information I need about the unit in one place.
Void Documents v1	Upload Void Documents	As a user, I want to be able to upload void-related documents and emails to the void, so that all users working on the void have access to the information.
Audit History	See Void & Task Audit History	As a user, I want to be able to see a history of updates to a void or a task as well as any reasons required when making a change, so that I can see who made what changes when.
See Voids by Unit & Building	See History of Voids on a Unit	As a user, I want to see a summary of the active and completed voids when viewing a unit in Salesforce, so that I can see a history of turnaround times and when last a unit was refurbished or refreshed as part of the single-view of unit.
See Voids by Unit & Building	See Active Voids by Building	As an Onsite PM user, I want to see a summary of the active voids for a building, so that I have an overview of voids in one place.
Void Variation - Tenant Already Vacated	New Void Workflow - Tenant Already Vacated	As a Renewals, Onsite PM or Centralised PM user, I want to create a void for a unit where a tenant has already moved out, so that phases and tasks that are not relevant in this scenario will not be included.
Void Variation - Notice to Vacate	New Void Workflow - Give Notice to Vacate	As a Renewals, Onsite PM or Centralised PM user, I want to create a void for a unit where the tenant is being asked to leave, so that only relevant phases and tasks will be included in the void process.
Detailed Tasks	Detailed Tasks - Include Validate Notice Tasks in Workflow	As a Centralised PM user, I want to see a detailed list of tasks required to Validate Notice and capture related details, so that I am reminded of all tasks and others can see task outcomes.
Detailed Tasks	Detailed Tasks - Include Confirm Notice Tasks in Workflow	As a Centralised PM user, I want to see a detailed list of tasks required to Confirm Notice and capture related details (such as reason for leaving), so that I am reminded of all tasks and others can see task outcomes.
Detailed Tasks	Detailed Tasks - Validate Required Information is Captured	As a Centralised PM user, I want to be prompted to capture the actual PVI date, DRI form & other required details before the Confirm Notice phase can be completed, so that tasks reliant on this information can be completed.
Detailed Tasks	Detailed Tasks - Include Notify Stakeholders Tasks in Workflow	As a Centralised PM user, I want to see a detailed list of tasks required to Notify Stakeholders and capture related details, so that I am reminded of all tasks and others can see task outcomes.

Epic	Summary	User Story
Detailed Tasks	Detailed Tasks - Include Check Compliance Tasks in Workflow	As a Centralised PM user, I want to see a detailed list of tasks required to Check Compliance and capture related details, so that I am reminded of all tasks and others can see task outcomes.
Detailed Tasks	Detailed Tasks - Include Cancel Direct Debit Tasks in Workflow	As a Finance user, I want to see a detailed list of tasks required to Cancel Direct Debit and capture related details, so that I am reminded of all tasks and others can see task outcomes.
Detailed Tasks	Detailed Tasks - Include Book Works Tasks in Workflow	As a Centralised PM user, I want to see a detailed list of standard tasks required to Book Works and capture related details, so that I am reminded of all tasks and others can see task outcomes.
Detailed Tasks	Detailed Tasks - Include Check Out Tasks in Workflow	As an Onsite PM user, I want to see a detailed list of tasks required to complete Check Out and capture related details, so that I am reminded of all tasks and others can see task outcomes.
Detailed Tasks	Detailed Tasks - Include Check Property Condition Tasks in Workflow	As an Onsite PM user, I want to see a detailed list of tasks required to Check Property Condition and capture related details, so that I am reminded of all tasks and others can see task outcomes.
Detailed Tasks	Detailed Tasks - Include Review Check Out Tasks in Workflow	As an Onsite PM user, I want to see a detailed list of tasks required to Review Check Out and capture related details, so that I am reminded of all tasks and others can see task outcomes.
Detailed Tasks	Detailed Tasks - Include Finalise Check Out Tasks in Workflow	As an Onsite PM user, I want to see a detailed list of tasks required to Finalise Check Out and capture related details, so that I am reminded of all tasks and others can see task outcomes.
Detailed Tasks	Detailed Tasks - Include Deposit Release Tasks in Workflow	As an Onsite PM user, I want to see a detailed list of tasks required to complete Deposit Release and capture related details, so that I am reminded of all tasks and others can see task outcomes.
Detailed Tasks	Detailed Tasks - Include Close Down Tenancy Tasks in Workflow	As an Onsite PM user, I want to see a detailed list of tasks required to Close Down Tenancy and capture related details, so that I am reminded of all tasks and others can see task outcomes.
Property Calendar v1 - Onsite Void Tasks	Property Calendar - See Onsite Void Tasks	As an Onsite PM user, I want to see upcoming void tasks for which Onsite PM is responsible at my property or estate, so that I can plan ahead and coordinate resources.
Reporting v1 - KPIs & Voids Behind Schedule	Reporting - See Active Voids Behind Schedule	As a Property or Leasing Manager, I want to see which active voids are currently behind schedule, so that I can follow up.
Reporting v1 - KPIs & Voids Behind Schedule	Reporting - See Active Tasks Behind Schedule	As a manager, I want to see which active tasks for my team are currently behind schedule, so that I can follow up.
Reporting v1 - KPIs & Voids Behind Schedule	Reporting - See Teams with High Number of Tasks	As a manager, I want to see which teams have a high number of tasks assigned, so that I can manage resources and plan ahead.

Epic	Summary	User Story
Reporting v1 - KPIs & Voids Behind Schedule	Reporting - See Tasks & Phases that Exceeded Targets	As a manager, I want to see voids for which the actual duration for a set of related tasks within a phase (such as Refurb, Refresh, Deposit Release or Notify Stakeholder tasks) or for which the actual duration for a phase exceeded the target duration and where there are extreme outliers, so that I can follow up.
Reporting v1 - KPIs & Voids Behind Schedule	Reporting - Deposit Return Timelines	As a manager, I want to report on the time taken from tenant move out to deposit return and see exceptions above the required timeline, so that I can ensure legal requirements to return the deposit a specified number of days after move out are met.
Replace Internal Notification Emails	Replace Internal Notification Emails	As a user not working directly on void tasks, I want to see relevant information about new voids, so that I will be aware of new voids without being reliant on others sending me a Notice to Vacate or Future Vacant emails.
Auto Assign Tasks to Individuals	Automatically Assign Tasks to Individuals	When a new void is created, I want onsite tasks to be assigned automatically to the responsible individual, so that these tasks do not need to be manually assigned.