



CASE STUDY

Linc Cymru & Property Tectonics:

A Data-Driven Approach to Asset Management

Background

Linc Cymru is a leading housing association and care provider committed to delivering high-quality homes and services across Wales. With a strong focus on decarbonisation, retrofit, and data-driven asset management, Linc has been at the forefront of the Welsh Government's Optimised Retrofit Programme since 2020.

As part of this strategy, Linc has partnered with Property Tectonics, utilising both their Lifespan Software and Professional Services to enhance data accuracy, compliance, and long-term asset management. This collaboration has allowed Linc to streamline workflows, improve data integrity, and ensure their housing stock is future-proofed for sustainability goals.



The Challenge: The Need for Better Data & Efficient Retrofit Management

When Senior Asset Manager Owain Israel joined Linc Cymru just over five years ago, he saw the potential of Lifespan Software but recognised that the organisation lacked confidence in its data.



Owain Israel,
Senior Asset Manager,
Linc Cymru

"Lifespan was already in place, but the data hadn't been maintained, there were inaccuracies, and people had been adding different things over time, we needed a complete data health check and audit to ensure we were working with reliable information."

At the same time, decarbonisation and retrofit became key priorities, requiring extensive data collection and analysis to secure and implement funding from the Welsh Government. This highlighted the need for a fully integrated approach, combining robust asset management software with expert surveying and retrofit services.



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The Solution: A Fully Integrated Approach with Property Tectonics

Linc Cymru partnered with Property Tectonics to address both their data integrity challenges and retrofit coordination needs. By leveraging Lifespan Software and the expertise of Property Tectonics' Professional Services team, Linc was able to:

- **Conduct a full data health check:** Cleaning, validating, and structuring asset data to ensure accuracy and compliance.
- **Use Property Tectonics for large-scale surveys:** Over 2,000 properties have been surveyed, feeding directly into Lifespan Software.
- **Ensure PAS 2035 compliance:** Supporting decarbonisation efforts with accurate energy data and assessment pathways.
- **Eliminate spreadsheet-based asset tracking:** Moving to a centralised, real-time system that all teams can trust.
- **Work in close partnership:** Acting as a pilot organisation for new Lifespan features and developments.



Owain Israel,
Senior Asset Manager,
Linc Cymru

We're doing surveys on over 2,000 properties; that's half our total stock. Property Tectonics handles the survey work, which feeds directly into Lifespan, keeping our housing system fully up to date.

The Results: A More Data-Driven Organisation

With the support of Property Tectonics, Linc Cymru has successfully transformed its asset management approach, ensuring it is well-positioned for compliance with the 2023 Welsh Housing Quality Standard and the team is now confident in their ability to meet new requirements.

- **Seamless Retrofit Coordination:** With Property Tectonics managing surveys and designs Linc has a clear pathway for improvements.
- **Faster Decision-Making:** The ability to access real-time, accurate data enables smarter investment and resource planning.
- **Scalability & Futureproofing:** Linc is now in a strong position to continue expanding its sustainability initiatives.

We now have confidence in our data, and our teams trust the system. Property Tectonics has played a huge role in helping us transition from outdated data management to a streamlined, efficient system.

Owain Israel,
Senior Asset Manager, Linc Cymru

The success of this collaboration is built on a genuine partnership between Linc Cymru and Property Tectonics, with two-way communication, ongoing support, and shared innovation.

We have a mutual partnership and as a key customer in Wales, we've helped Property Tectonics refine their system, and in return, they've given us support and guidance to ensure we're fully utilising Lifespan's capabilities. Lifespan Software has become a true 'one-stop-shop' for Linc Cymru, integrating, housing stock management, energy data and compliance tracking, retrofit coordination and PAS 2035 compliance.

The combined approach of Professional Services and Lifespan Software has been a huge help in terms of resources and efficiency. Its instantaneous survey data is directly integrated into Lifespan, eliminating manual processes.

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Owain Israel,
Senior Asset Manager, Linc Cymru

Looking ahead, Linc Cymru hopes to continue its partnership with Property Tectonics, working together to further refine asset management processes, improve data collection methods, and support the industry wide transition to sustainable housing.