As a landlord, you are responsible for the safety of your tenants. The Gas Safety (Installation and Use) Regulations 1998 deal with landlords’ duties to make sure gas appliances, fittings and flues provided for tenants are safe, this includes those appliances in communal areas and responsibility for ensuring an annual gas safety check is carried out. You must keep a record of the safety check for 2 years and issue a copy to each existing tenant. There are similar safety for electrical white goods in the property (such as fridges, freezers, washing machines or dryers).

To maintain a great Landlord – Tenant relationship and to avoid late night call and inconvenient calls a Landlord Appliance Monitoring Platform will give Landlords (and Tenants) transparency of appliance health, operation and Maintenance for all of his properties appliances and provide the Landlords chosen technicians with a clear view of maintenance needs per property and per appliance in the property.
Persona

Tim James
Landlord

“Happy Tenants means that I have less stress, less work to do and I can relax and spend more time on my motorbikes”

About
• 50, Married, Landlord for 12 properties around Bristol
• Usually working on updating one property per year. General refresh of paint, carpets, appliances
• Happy tenants mean long term tenants, which makes life less stressful.
• I would rather be tinkering with or out riding my motorbike.

Responsibilities
• As a landlord I am legally required to maintain the safety of Gas and Electrical appliances in the properties I own.
• I own 12 properties around Bristol, with 12 sets of tenants to keep happy.
• 12 properties makes me very busy in the summer making sure everything is serviced and ready for the winter.

Needs
• I need to maintain Gas Safe certificates for all appliances and make copies available to tenants.
• I need to see the operation of the appliances over time to check for proper use, no misuse.
• I need to give my technician access to data so he can better prepare for maintenance visits

Main Goals
• Minimize emergency call outs – these are often at night or on weekends.
• Better prepared maintenance visits from technicians to get fixes done on first visit to ensure minimal tenant disruption.
• All Landlord appliance and Gas regulatory requirements met
• Help Tenants with visibility of appliance use over time to help them save money

Pain Points
• Tenants, especially the families, are often stressed or angry when there is no heating or hot water – this could be prevented with the right information allowing for maintenance before failures.
• Paper records of all appliances and warranties in each property are hard to search through to give the right details to my serviceman.
• I have to print out appliance maintenance logs and safety certificates and take them to each property and display them on the walls.
Point of View (PoV)

Point of

As a Landlord
I need a way to track and maintain all of the appliances in each of the properties I own so that I can resolve issues before they happen and keep my tenants safe and happy
### User Experience Journey

<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>MINDSET</th>
<th>FEELING</th>
<th>TOUCH POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>● Answer Phone Call from tenant</td>
<td>● It’s late!</td>
<td>😞</td>
<td>● Tenant</td>
</tr>
<tr>
<td></td>
<td>● How can the boiler breakdown?</td>
<td></td>
<td>● Phone</td>
</tr>
<tr>
<td></td>
<td>● How busy is my repair guy Dave?</td>
<td></td>
<td>● Paper filing system</td>
</tr>
<tr>
<td></td>
<td>● My holiday is in 4 days!</td>
<td></td>
<td>● Technician</td>
</tr>
<tr>
<td>● Lookup property &amp; Appliance details</td>
<td>● Where is the manual for this appliance?</td>
<td>😞</td>
<td>● Tenant</td>
</tr>
<tr>
<td></td>
<td>● When was it last serviced?</td>
<td></td>
<td>● Phone</td>
</tr>
<tr>
<td></td>
<td>● I hope Dave is still awake.</td>
<td></td>
<td>● Technician</td>
</tr>
<tr>
<td>● Call Dave and book service repair</td>
<td>● He can come in 2 days. I need to tell the tenant and offer some electric heaters.</td>
<td>😞</td>
<td>● Tenant</td>
</tr>
<tr>
<td></td>
<td>● Will I need to give a rebate on rent?</td>
<td></td>
<td>● Printer</td>
</tr>
<tr>
<td>● Technician visit property</td>
<td>● Great! Dave is onsite, and is repairing the boiler. It’ll be fixed by lunchtime.</td>
<td>😞</td>
<td>● Property</td>
</tr>
<tr>
<td></td>
<td>● Will I need to give a rebate on rent?</td>
<td></td>
<td>● South of France</td>
</tr>
<tr>
<td>● Update and print Safety certificates</td>
<td>● I will have to go over to the property and put these up.</td>
<td>😞</td>
<td></td>
</tr>
<tr>
<td></td>
<td>● I need to apologize to the tenants</td>
<td></td>
<td></td>
</tr>
<tr>
<td>● Pack bike ready for holiday</td>
<td>● Glad that is over, time for some fun</td>
<td>😞</td>
<td></td>
</tr>
</tbody>
</table>

### ACTIONS
- Answer Phone Call from tenant
- Lookup property & Appliance details
- Call Dave and book service repair
- Technician visit property
- Update and print Safety certificates
- Pack bike ready for holiday
- Go on holiday

### MINDSET
- It’s late!
- How can the boiler breakdown?
- How busy is my repair guy Dave?
- My holiday is in 4 days!
- Where is the manual for this appliance?
- When was it last serviced?
- I hope Dave is still awake.
- He can come in 2 days. I need to tell the tenant and offer some electric heaters.
- Will I need to give a rebate on rent?
- Great! Dave is onsite, and is repairing the boiler. It’ll be fixed by lunchtime.
- Will I need to give a rebate on rent?
- I will have to go over to the property and put these up.
- I need to apologize to the tenants
- Glad that is over, time for some fun

### FEELING

- 😞

### TOUCH POINTS
- Tenant
- Phone
- Paper filing system
- Phone
- Technician
- Tenant
- Technician
- Tenant
- Printer
- Property
- Motorbike
- Road
- South of France
Prototype

Prototype screens for LAMP – Landlords Appliance Maintenance

Main Screen

The Main screen is dominated by a map indicating the locations of your properties. Along the top are notifications for your properties, from left to right, starting with the ones with the most error type notifications, followed by Warning type and then finally indications of next service. Selecting the notification across the top takes you directly to the Appliance view for those notifications.
The Appliance view screen is different depending on the type of appliance. Here we are showing a Combined Heating and hot water Boiler. The left bar contains the Boiler image, Property location, and a dialog call out to view the Appliance Safety Certificate. Across the top is the Boiler Make and Model and current status (connected to platform, currently on or off). Also details of the tenant at the property and the technician for servicing are displayed, along with message or call Notify action buttons. Under this is the current live temperature recorded for the appliance and the Notifications. The Main body screen shows the current heating schedule, room temperatures and hot water temperatures. Prototype is available at BUILD @ https://ibm.build.me/prototype-editors/api/public/v1/snapshots/15118120a0fbc2d80e1faf44/artifacts/latest/index.html#/launch_page