



Your challenges
expertly solved
in partnership

M3Central & M3NHF Schedule of Rates

User Event

Client check-in • Features past and upcoming • Future priorities

Today's purpose

A working session to share progress and shape what comes next.



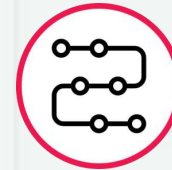
Listen

Hear what is working, what is causing friction, and where clients need more support.



Share

Give clear updates on recent feature releases, training, and the Client Zone.



Prioritise

Convert feedback into visible themes and a ranked set of client-led future priorities.

Output from the day: agreed actions, priority themes, and owners for follow-up.

User Group flow

Three focused sessions with discussion built into each part.

1

SOR updates

Changes, governance approach, implementation impact, and support clients need to adopt confidently.



2

Client check-in + product roadmap

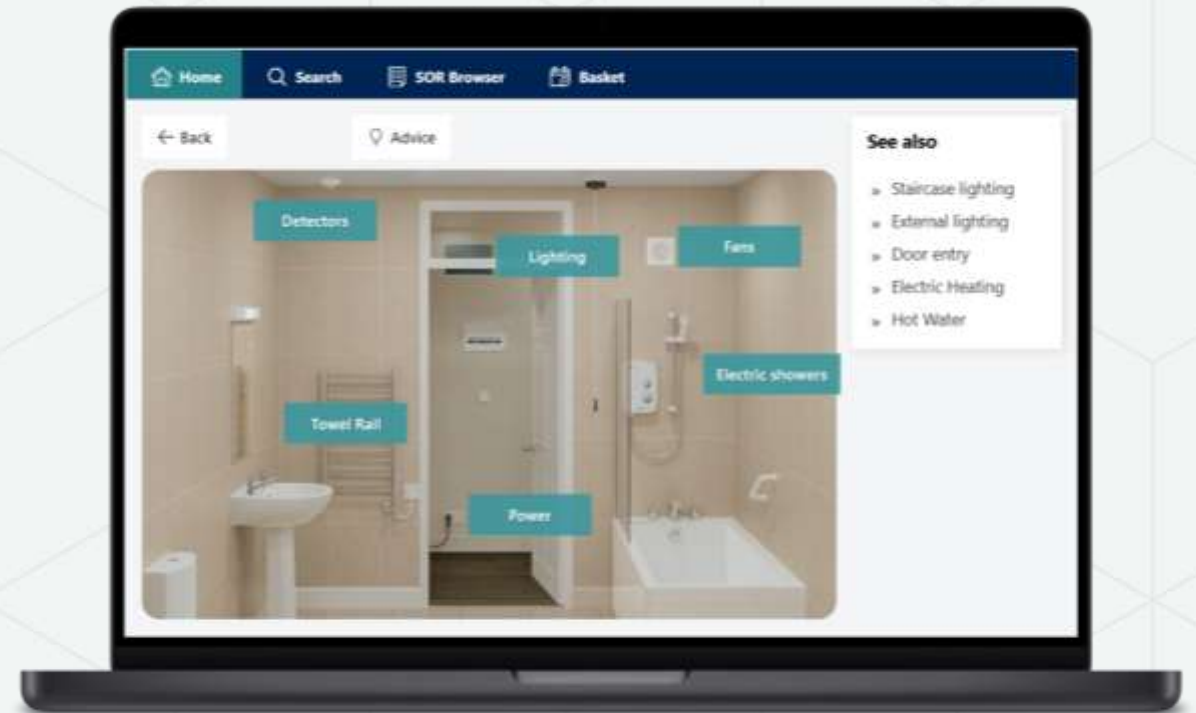
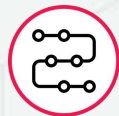
Key Features since 2024 + upcoming improvements



3

Vote on future priorities + New training programmes

Client-led ideas, new training programmes, the new Client Zone, and ranked next-step priorities.



Client Satisfaction Survey



M3Central



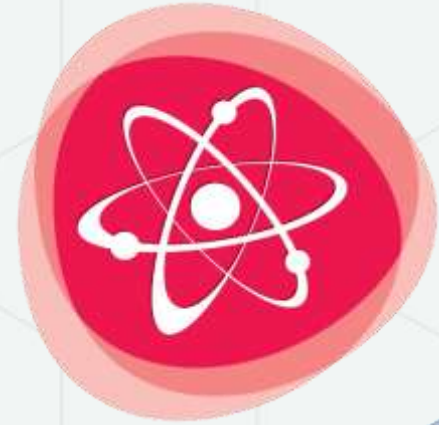
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Client check-in & features since 2024 & upcoming features

A working session to share progress and shape what comes next.

Purpose: align on what has changed, what is coming next, and where client input is needed.

Format: short update, guided discussion, and visible capture of priorities.



Client check-in

1 What is working well?

- ...
- ...
- ...

2 Where is friction showing?

- ...
- ...
- ...

3 What changes have you made?

- ...
- ...
- ...

4 What would make the next year easier?

- ...
- ...
- ...

Features since 2024

2024	2025
Updated Interface	M3Central URL Builder
Added "Max reported issues per submission" option	Added option to upload videos within M3Central Reporting
Editor (Repair Problems) - Option to hide items	Added option to mark items as potential HHSRS risks in M3Central Diagnostics
SOR Editor – ability to apply batch filtering	Added functionality to change repair icons and images and update colours of interface
Added Ability to track Diagnostics repairs	SSO and User permissions
Added option to clear the Scheduler / Reports tab when interface is loaded	Added ability to add organisation branding to M3Central interface

Features so far in 2026

2026 so far

Automated Repair Reports Update

Improved Keyboard functionality

Added functionality to link back to client website

Ability to track clicks/usage through system

Ability to bulk import SOR codes

Text View Mode

Updated UI of Advice and Repair Problem Pop-up

Specific Advice per Repair Problem

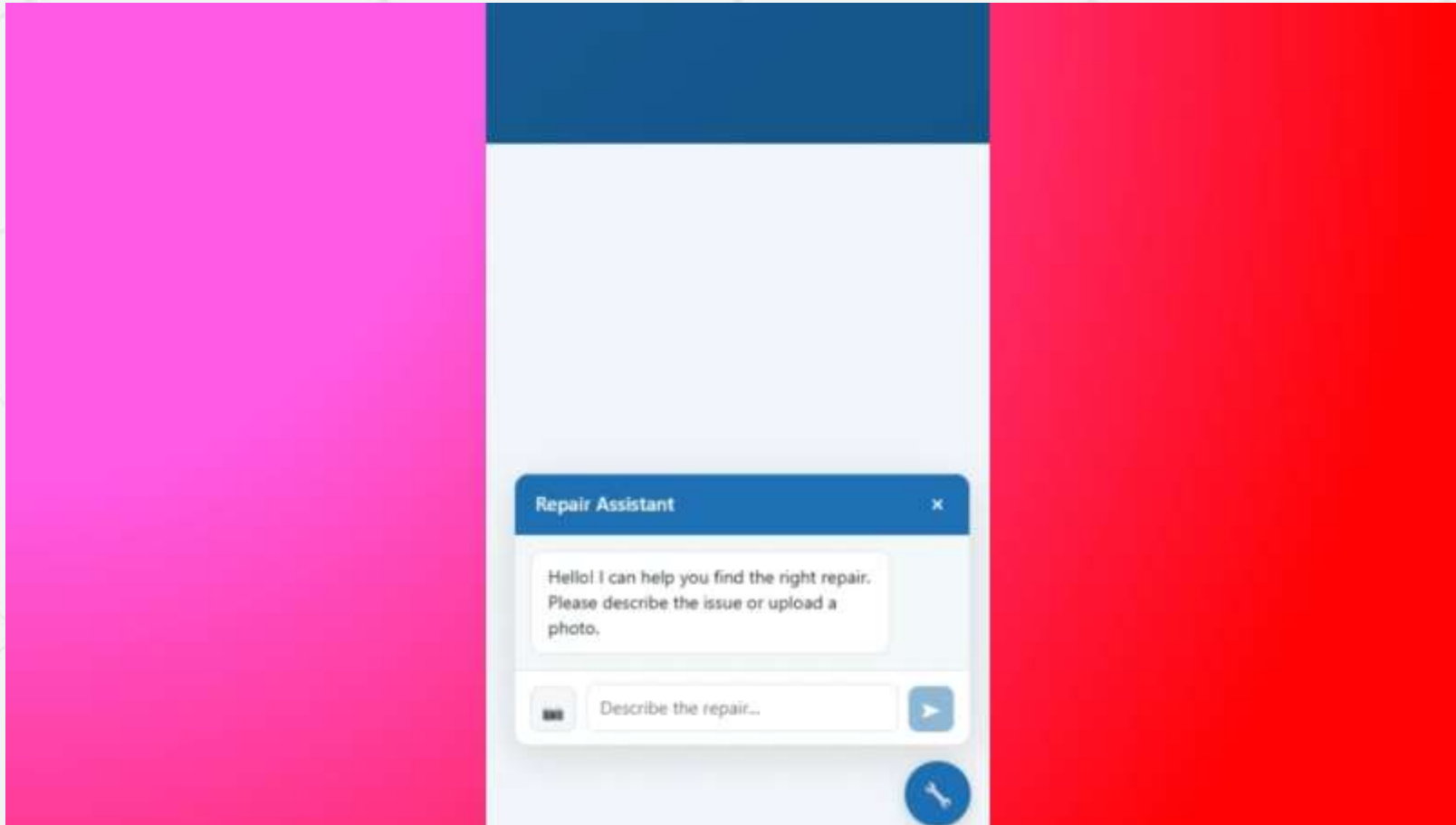
Upcoming features

Coming soon	In progress	On Roadmap
Additional languages	Further customisation functionality – ability to create own repair groups, categories and areas	Trade specific repair reports
Improved and expanded damp & condensation section – to include phase 2 of Awaabs law	Ability to create new advice sections	Addition of standard void templates to M3Central Diagnostics
Improvement to audit system	Context sensitive questions in M3C Reporting	Port changes between SOR versions
New client Zone	More User-friendly search functions	Functionality for conditional logic

Do these features match the problems your teams need solved next?

SESSION 2

AI Chat bot



Is this a feature that you would like to see within M3Central?

SESSION 2

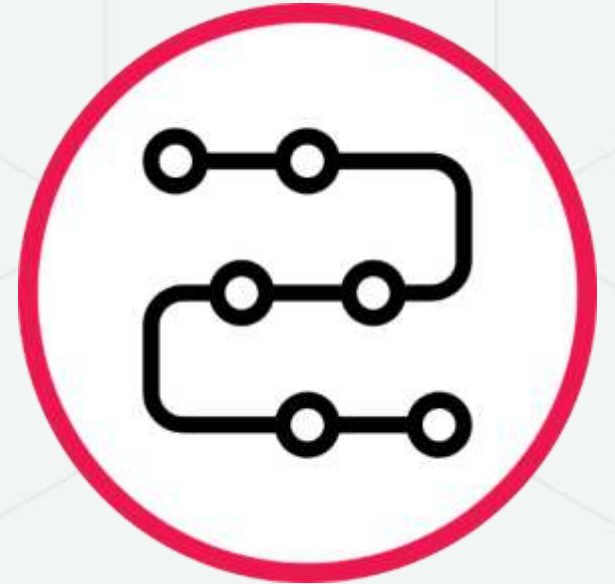
What would you like to see in future?

Brainstorming

Exercise: Either individually or in groups create some ideas that you feel would benefit M3Central.

How: Colour Coordinated notes, then group discussion and voting after notes are placed.

UI/UX, Admin & Reporting, Integrations & Training.



Client Satisfaction Survey



M3Central



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Voting

1

Generated ideas

2

Grouped themes

3

Vote and Prioritise

Future themes to explore

Starting points for discussion — clients can add, merge, or challenge themes.

Resident experience

Simpler digital journeys, additional features, and fewer support calls.

Admin efficiency

Configuration, workflow, and easier local change management.

Reporting insight

Usage trends, and evidence for service improvement.

Support model

Client Zone, knowledge base, and new training courses

SESSION 3

New training programmes

Train-the-trainer and resident training to strengthen adoption.

Train the trainer

Build internal champions who can support colleagues, local processes, and release adoption.

Discussion: what format, frequency, and support materials would work best?

Resident training

Clear, accessible training course that helps residents report repairs correctly and confidently.

Discussion: what format and support materials would work best?

New Client Zone

A single place for updates, resources, training, and community feedback.



Release updates

What is changing and when



Knowledge resources

Video guides, FAQs, and implementation materials.



Training hub

Programme access, booking routes, and reusable client materials.

Wrap-up and next steps

1

Confirm actions

Capture decisions, owners, and timing from each session.

2

Share outputs

Circulate notes, voting results, and roadmap follow-up after the user group.

3

Keep collaborating

Use the Client Zone and future groups to test ideas and refine priorities.

Client Satisfaction Survey



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Thank you



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