

askporter and PropCall Partner to Strengthen Out-of-hours Support for Housing and FM Organisations

2 hours ago



[askporter](#), the AI-powered communications and operations platform for the housing and FM sector has partnered with PropCall to help housing providers and facilities management teams deliver a more efficient out-of-hours emergency service.

[The partnership](#) brings together PropCall's specialist call handling service and askporter's platform – askporter Housing & askporter Operations, to combine AI-powered triage with 24/7 human support for a single, joined-up out-of-hours service.

askporter categorises every incoming enquiry as it arrives, 24 hours a day, whether via WhatsApp, SMS, email, or web. Non-emergencies route through the client's normal service process whereas genuine emergencies outside working hours are escalated to PropCall. Trained agents, operating round the clock, then take the call, manage the problem, and, within pre-agreed guidelines, can authorise emergency repairs up to £500.

By filtering routine enquiries before they reach Propcall's out-of-hours team, organisations can reduce unnecessary call-outs while ensuring genuine emergencies receive an immediate response.

Designed for housing providers and FM organisations, the integration gives complete visibility of every resident interaction from first contact through to resolution, ensuring nothing is lost between overnight call handling and daytime operations.

The result is a joined-up service that eliminates manual handovers, reduces duplicated administration and

ensures residents receive a consistent experience regardless of when they make contact.

Till Eichenauer, CEO of askporter, said: “Residents and occupants still need support when the office closes. Yet many property teams rely on costly rotas for tradespeople that are rarely used, or they send everything to voicemail, where a genuine emergency can end up waiting until Monday alongside dozens of routine enquiries. Neither approach reflects the growing expectations around rapid hazard response under Awaab’s Law or the demands of clients who measure performance by response times.

“It’s also becoming a workforce challenge because around 68% of FM teams already struggle to recruit skilled tradespeople.

“Housing and FM teams will now start each day with actionable case notes rather than manually reviewing overnight emails and call logs, allowing them to focus on resolving issues. It’s another step towards giving organisations confidence that residents and occupants receive the same high-quality service, whatever the time of day.”

Josh Kinniburgh, Director at PropCall said: “askporter’s AI-powered platform provides the intelligence to triage every enquiry, while we provide the human expertise. Our team gives residents reassurance that they’re speaking to someone who understands their situation and is taking ownership of the issue which builds trust.

“By ensuring genuine emergencies are identified and dealt with fast, we can prevent minor issues escalating into costly problems, such as a water leak causing damage over an entire weekend. That not only protects properties and reduces costs, but also strengthens the relationship between housing providers and their residents by ensuring people feel supported when they need help.”

The partnership forms part of askporter’s wider strategy to connect specialist property technologies into a single operational ecosystem, enabling housing providers and FM organisations to automate more of the occupant and resident journey while maintaining the highest standards of service and compliance.