

centrick   
Roundtable

In partnership with  
**Fixflo**

# From MIPIM to UKREiif

How AI and PropTech are  
influencing the future of  
BTR development

Wednesday, 9 July 2025

*Biographies  
& Questions*

### Shaun Grainger

#### **DIRECTOR – RESIDENTIAL, WTW**

Shaun is a Real Estate Insurance broker with over 20 years experience working in financial and professional services. His main focus is on Residential Real Estate.

- Experience in the Banking and Insurance sector, specialising in Real Estate clients and advisors.
- Expertise in Build To Rent, PBSA and Integrated Retirement Community portfolios, covering the construction and the development, and the ongoing property insurance.
- Knowledgeable in lender and funder requirements having worked with institutional investors in the residential development space.



MODERATOR



### Clare Johnson

#### **BUILD TO RENT DIRECTOR, CENTRICK**

With over 20 years in property management, Clare Johnson is a recognised leader in the Build to Rent (BTR) sector. Her expertise includes optimising BTR communities, leasehold and asset management, and student accommodation. As Centrick's Director of Build to Rent, she ensures developments achieve commercial success while enhancing resident satisfaction and community stability. A member of the Institute of Property Management and holder of the Level 4 BTR Qualification, Clare combines extensive knowledge with a hands-on approach to create high-performing, resident-focused BTR communities.

### Jane Morcom

#### GROUP BUSINESS DIRECTOR, CENTRICK

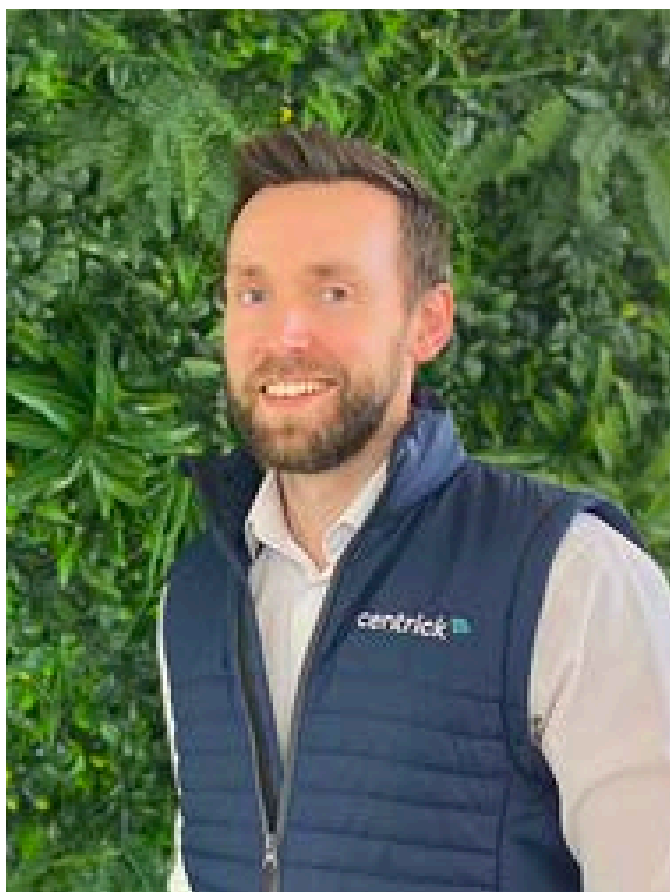
Jane has over 20 years of experience in the property industry, including 12 years at Centrick. She started her career in marketing across various sectors before moving to property marketing in the Commercial Sector. Joining Centrick in 2013, Jane managed the Birmingham branch, led Group marketing, and opened the Colmore Row office, eventually becoming Group Marketing Director and then Group Business Director. She specialises in Build to Rent and Private Rental Sector developments.



### Chris Whiley

#### GROUP PROJECTS DIRECTOR, CENTRICK

With 18 years' experience in the residential property sector and a specialist background in IT and data infrastructure, Chris manages Centrick's technology partnerships and oversees the corporate risk matrix. Known for his consultative style and strong stakeholder management, he has led high-impact projects ranging from system implementations to office redesigns, acquisitions, and disposals. A firm advocate of a people-first approach, Chris is passionate about embedding clear strategy and sound change management principles into every project.



### *Tirath Singh*

#### **SENIOR RELATIONSHIP MANAGER, SHAWBROOK BANK**

Tirath has been working in the real estate and business finance sector for over 14 years, with a focus on providing flexible and tailored solutions to meet the diverse needs of his clients. In his current role, he is part of a new team that specialises in structured real estate finance, offering £10m+ term loans and £2.5m+ bridging loans to developers and investors across the UK. Tirath uses his analytical skills, local knowledge, and industry expertise to originate, structure, and execute transactions that deliver value and satisfaction to both the bank and the borrowers. He is passionate about supporting the growth and development of the real estate sector and helping his clients achieve their goals.



### *Sarah Nelson*

#### **FOUNDER & DIRECTOR, ELEVATE LIVING CONSULTANCY**

Sarah Nelson is the Founder and Director of Elevate Living Consultancy, with over 20 years of experience in residential property, hospitality, and placemaking. She has held senior roles including Director of Operations at both Moda Living and Fresh Property Group, leading large-scale teams, mobilisations, and operational transformations. Sarah specialises in strategic advisory for investors and operators across Build to Rent, PBSA, and Single Family Housing, with a strong focus on operational excellence, customer experience, sustainability, and community-led design. She is passionate about helping the sector harness technology, including AI and proptech, to deliver safer, more efficient, and engaging places to live.



### *Richard Daw*

#### **DIRECTOR, PRP ARCHITECTS**

Richard has over 20 years of experience of working on high profile projects within many sectors of the industry, including residential, workplace, commercial and education, and is skilled at blending the different uses in mixed-use schemes. In recent years has had a particular focus on high rise residential developments, particularly within the Build-to-Rent sector. He has sector leading knowledge of the intricacies of the design and operational opportunities and influences within this environment.

He has experience working within all RIBA Stages and has had leading roles on high profile projects in the UK and abroad. Known for a thoughtful, client-focused approach, Richard blends artistic vision with practical execution, ensuring every design is both visionary and with budgetary consideration. His portfolio showcases an understanding of materiality, efficient space planning, and the cultural context of architecture, with community integration, health and wellbeing, and sustainability at the heart of everything he's involved in.



### *Jez Hildred*

#### **A&E MANAGER FOR UK&I, 2N**

After a career in IT, networks and home automation on both sides of the Atlantic, I now help developers, architects and consultants unlock the possibilities of technology designed to manage the flow of people into and around properties.



### *Inder S Thatal*

#### **ASSOCIATE DIRECTOR, ANSTEY HORNE & CO. LTD**

With over 25 years' experience in building consultancy, I am a Building Surveyor with an Architectural background, as well as a CDM Principal Designer and CDM Client Advisor. Skills and abilities include undertaking design work, producing planning and building regulation drawings utilising CAD, specification writing, contract administration, quality monitoring, compliance with the CDM Regulations 2015. Projects range from residential to industrial, commercial, hotel and involve new build schemes, spatial adaptation and re-modelling, conversions, extensions, cladding remediation.



### *Chris Wilson*

#### **COMMERCIAL DIRECTOR, ITERUM**

Iterum are appliance specialists that leverage data to optimise the procurement and management of appliances within the Operational Resi sector.

### Elizabeth Higgs

#### **BUSINESS DEVELOPMENT MANAGER, DWELLANT**

With six years of experience as a property manager in residential property management, Elizabeth Higgs has built her career around improving how people live and how the industry serves them.

She's passionate about connecting the different pieces of the property management puzzle, believing that meaningful change comes from understanding how all aspects of the sector fit together.

Elizabeth remains dedicated to helping people not just live in buildings, but truly feel at home and feel recognised, while working to ensure the industry evolves to serve communities better.



### Craig Johnson

#### **EXECUTIVE DIRECTOR, WTW**

## QUESTIONS

01

How can AI-driven data analytics transform decision-making processes in property management and investment?

02

What are the most promising applications of AI in enhancing tenant experience and engagement in residential properties?

03

In what ways can proptech solutions improve sustainability and efficiency in building operations?

04

How can the integration of AI technologies address challenges related to property maintenance and safety?

05

What trends do you foresee in the intersection of AI and proptech over the next five years, and how should companies in the property sector prepare for them?

06

What are the challenges of AI and proptech in the property sector?



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