

From Complaint Response to Preventative Housing Management

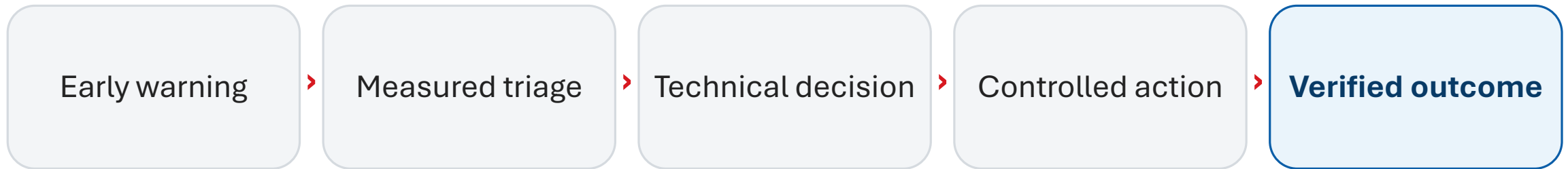
A connected Building Forensics approach to housing risk, evidence and action

One system connecting triage, technical controls, monitoring, competence and verification.



The objective

Make the right information visible before a case becomes a crisis.



Responsive when necessary. Preventative whenever possible.

1. Early identification and triage

Bring seriousness, vulnerability and recurrence to the front of the case.

- Capture the report, location, extent, urgency and immediate safety concerns.
- Flag vulnerable occupants and relevant professional warnings.
- Recognise repeated complaints, repeat defects and multi-property patterns.
- Escalate significant or emergency concerns to the appropriate decision-maker.
- Record the basis for the decision rather than relying on an unexplained label.

2. Property and tenant history

A single complaint rarely tells the whole story.

- Link present conditions to previous leaks, repairs, inspections and complaints.
- Identify recurrence after earlier treatment or claimed completion.
- Reveal patterns across neighbouring homes, blocks or building systems.
- Maintain a controlled record of vulnerability and external professional correspondence.
- Give managers a consolidated view rather than fragmented files and inboxes.

3. Response clocks, escalation and accountability

Deadlines must be visible, owned and supported by evidence.

CLOCK

Response and completion dates visible on the case.

OWNER

Named responsibility for every critical action.

ESCALATE

Warnings for vulnerability, delay, recurrence and failure.

The system supports decisions; it does not replace formal legal, medical or statutory judgement.

4. HHSRS-aligned technical appraisal

Connect housing observations to a structured risk framework.

- Consider the relevant HHSRS hazards rather than treating mould as an isolated cosmetic issue.
- Record building defects, environmental conditions and plausible exposure pathways.
- Separate advisory risk alignment from a formal HHSRS assessment.
- Avoid automatic Category 1 or Category 2 declarations without the required formal process.
- Use evidence to determine next actions, further investigation and escalation.

HHSRS is risk-based and now covers 21 potential hazards. Formal scoring and enforcement decisions require the appropriate statutory process.

5. SATELEYE™ remote environmental monitoring

Turn intermittent inspections into an early-warning evidence stream.

- Track temperature, relative humidity, specific humidity and dew-point relationships.
- Identify sustained conditions associated with increasing condensation and mould risk.
- Flag multi-room spread, recurrence and loss of device communication.
- Support investigation and prevention without claiming that monitoring alone proves causation.
- Provide management-level alerts before visible deterioration becomes severe.

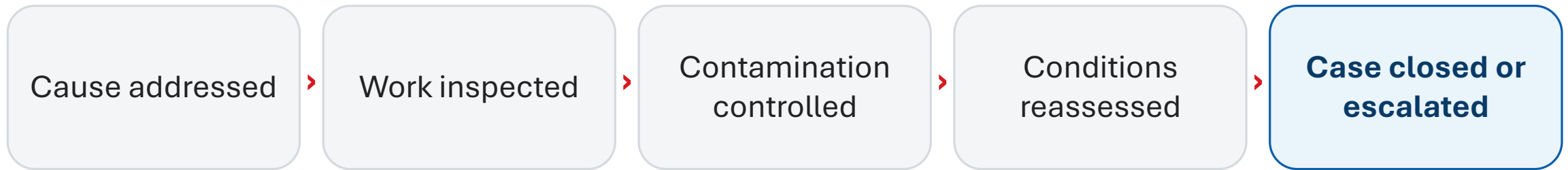
6. Competence, scopes and controlled delivery

Good management can still fail through an unsuitable contractor or method.

- Assess contractor and operative competence for the work actually required.
- Issue clear scopes of work, containment and cross-contamination controls.
- Link technical advice, SOPs, equipment requirements and COSHH information.
- Record departures, incomplete work and reasons for non-completion.
- Prevent “cleaned and painted” from becoming an unsupported closure decision.

7. Verification and evidence-led closure

Completion of work is not proof that the problem has been solved.



Verification should confirm what was achieved, identify limitations and preserve unresolved concerns.

8. Management intelligence, training and mentoring

Turn individual cases into organisational learning.

- Dashboards for high-risk tenants, overdue actions, recurrence and external warnings.
- Executive summaries identifying trends, failures and resource pressures.
- Targeted training for officers, managers, contractors and executives.
- Specialist mentoring for difficult or disputed cases.
- Technical review of procedures, wording, evidence and launch readiness.

A connected Building Forensics solution

Professional support across the whole response pathway.

MANAGE

Housing & Tenant Management
System

MONITOR

SATELEYE™ remote alerts

ASSESS

DEN™, EHRI™, ERIS and TRACE™

CONTROL

Technical protocols and
verification

DEVELOP

Training, mentoring and case
support

Start with a professional review

Identify what already works—and where the evidence, competence or control gaps remain.

Arrange a Building Forensics discussion

Review procedures • assess training needs • strengthen technical controls • plan implementation

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