

Made Tech Housing

Service Definition

Supplier Name: Made Tech

Last updated: December 2025

Overview

Made Tech Housing is a software platform that helps social housing providers run more efficient repairs and maintenance services.

Developed in close collaboration with residents, operatives and housing teams, it provides a suite of intuitive tools that support key operational processes across responsive repairs, compliance inspections, voids management, Awaab's Law casework and tenant submitted evidence.

The platform reduces administrative workload, improves first time fix rates, strengthens compliance and enables clearer communication with tenants.

Each module can be adopted individually or used together as part of an integrated platform, supported by open APIs and rapid onboarding.

Made Tech Housing includes the following modules:

- **Repairs:** self-serve repair reporting and appointment booking
- **Inspections and planned works:** automated compliance and planned work scheduling
- **Voids:** workflow tools to accelerate relets
- **Hazard Case Management:** end to end management of Awaab's Law cases
- **Evidence:** secure capture of tenant documents and images.

Features

Platform wide features

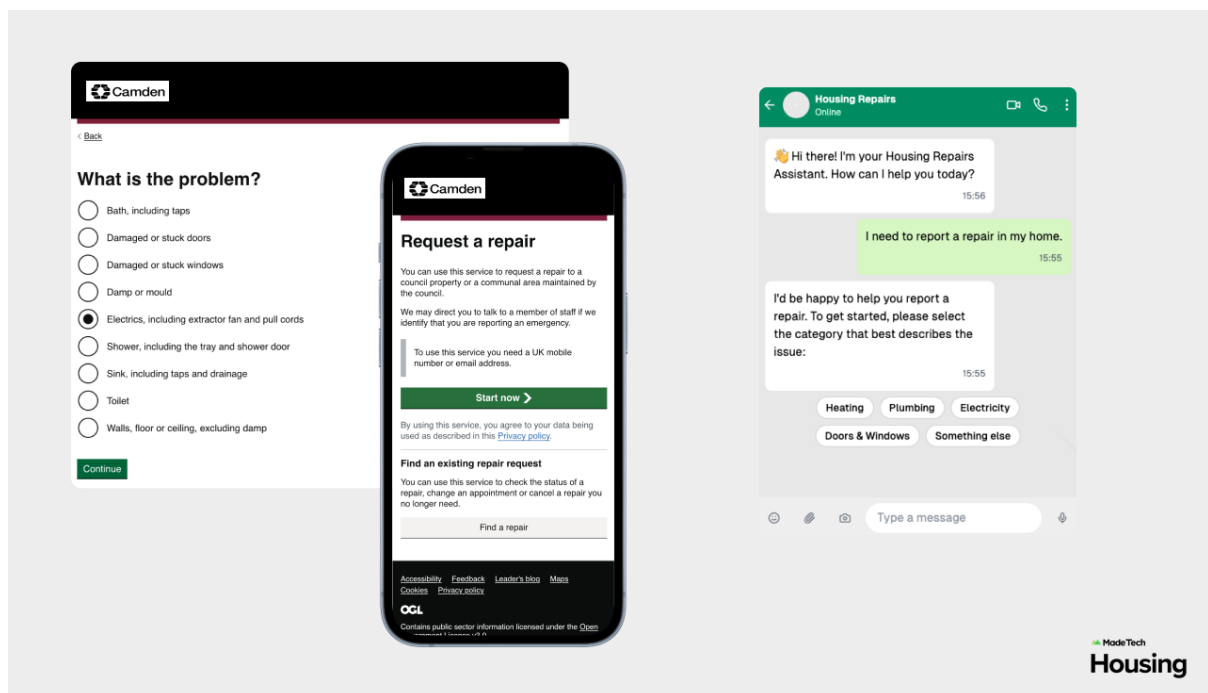
- Cloud hosted SaaS platform
- Configurable to your organisation's business rules, workflow and brand look and feel

- Open API layer for seamless integration with housing management, scheduling and CRM systems
- Role based access and activity logging
- WCAG 2.2 AA compliant
- Browser based interfaces for tenants and teams: no installs required

Module overview

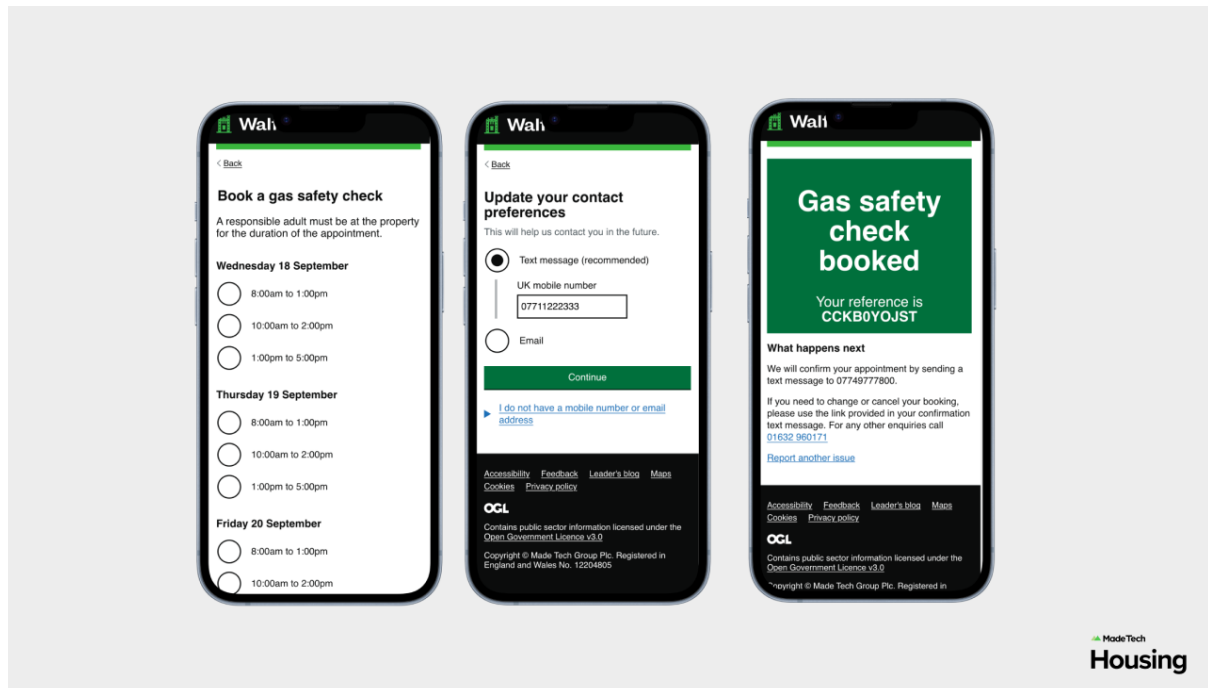
Repairs

Digital repair reporting and appointment booking for tenants. Residents can report an issue, upload photos or video, choose an appointment and track progress in a simple, loginless journey.



Inspections and planned works

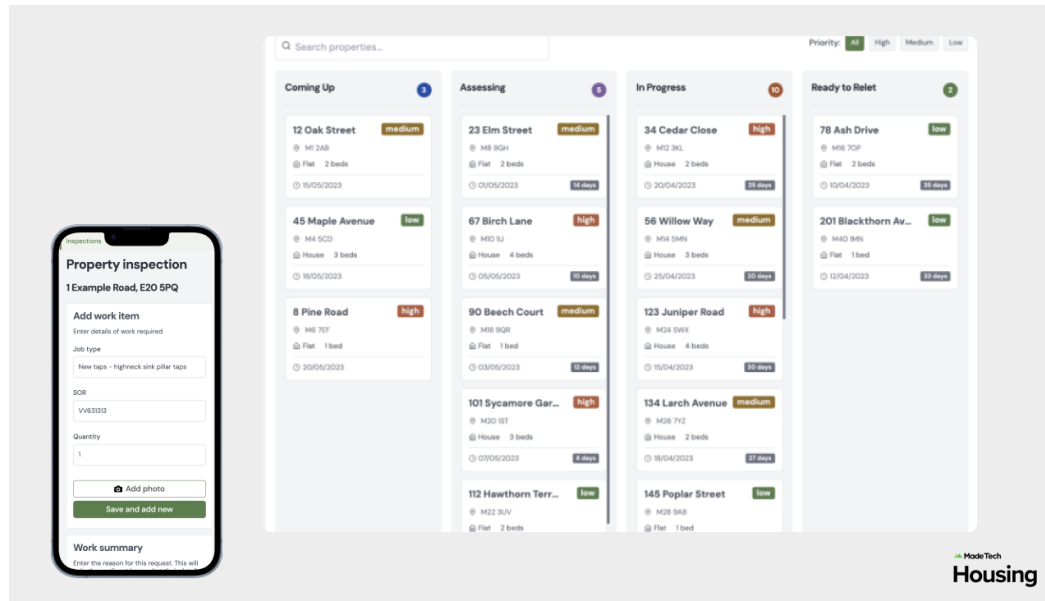
Automated scheduling and communications for compliance programmes, including gas safety, EICR and other statutory checks. Tenants can choose appointment times that work for them, reducing manual contact, costly letters and no access visits.



Voids

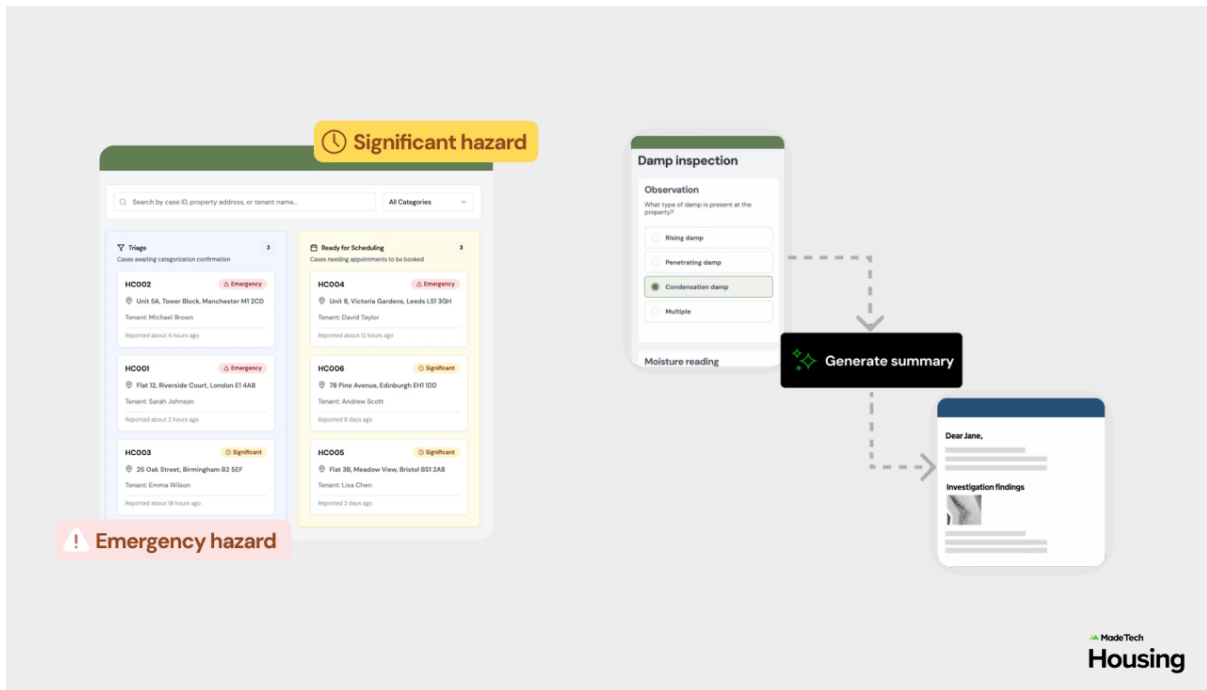
Workflow tools that help voids teams plan work earlier, reduce administrative overhead, visualise progress and schedule tasks more effectively to accelerate

relets.



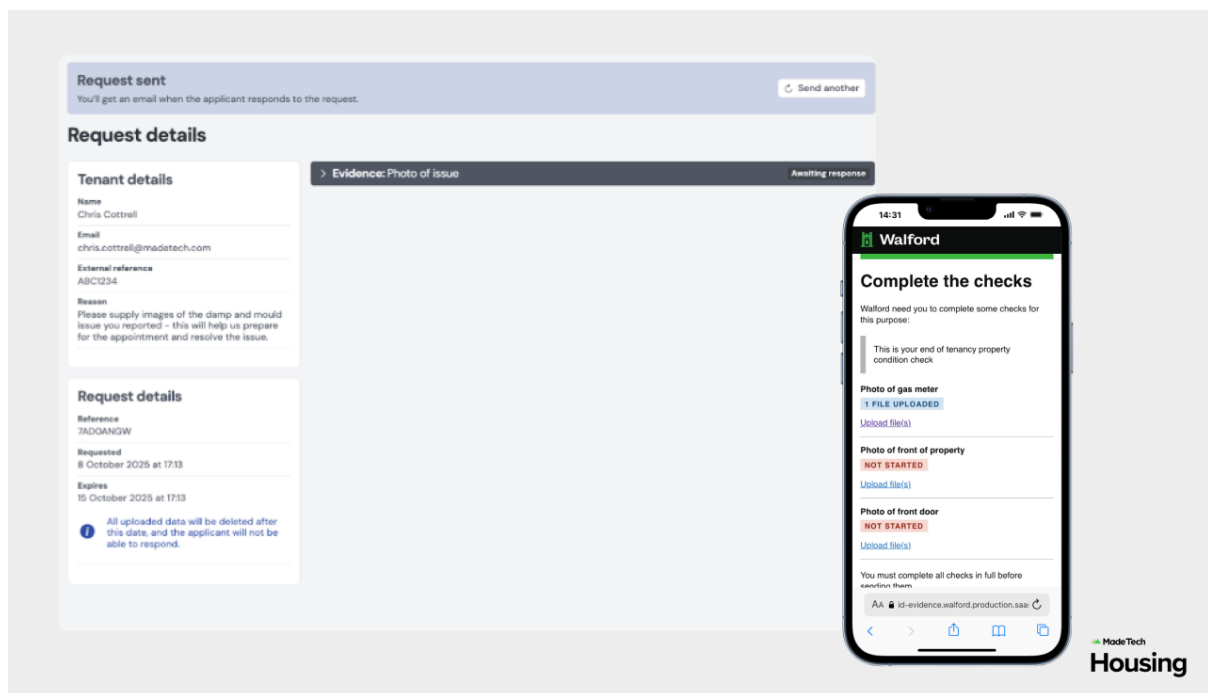
Hazard Case Management

End to end case management for Awaab's Law. Supports effective case prioritisation, clear communication with tenants and safer homes through structured workflows and a complete audit trail.



Evidence

Secure capture of tenant submitted documents, photos and videos. Includes configurable request types, automated communications, ID checking and integration with existing housing systems.



Benefits

- **Reduce avoidable contact** by giving tenants intuitive, self serve digital journeys that answer questions and remove the need to call.
- **Equip teams to work more efficiently** with software that simplifies workflows, reduces admin and supports a higher standard of service for tenants.
- **Reduce operational waste** by helping operatives arrive when tenants are home, with the information needed to resolve issues first time.
- **Improve visibility and accountability** with all job history, evidence and case information in one place, providing a complete audit trail for compliance and assurance.

- **Start seeing results fast** with cloud hosted modules that are quick to implement, easy to configure and do not require long transformation programmes.

Technical overview

Made Tech Housing is hosted on Made Tech's multi tenant cloud platform deployed on trusted UK based public cloud infrastructure. No customer hosted components are required.

- Automatic deployment of updates with no customer downtime
- Redundant architecture across multiple availability zones
- 24/7 platform health monitoring
- Daily and point in time backups
- High availability and resilience by design

Security

Made Tech maintains a mature Information Security Management System aligned to ISO 27001 and Cyber Essentials Plus, with regular internal and external audits.

Security controls include:

- Encryption in transit and at rest
- Access control with least privilege principles
- Secure development practices
- Vulnerability scanning and patch management
- Full audit logs for platform activity

Onboarding

Onboarding includes:

- Kick off and implementation planning
- Alignment on success measures
- Identification of required integrations
- Business rule and configuration setup
- Branding and content alignment
- Access to test environments
- End to end testing and acceptance into live

Offboarding

If you decide to leave us, we'll collaborate with you to identify your offboarding requirements, including, but not limited to, the transfer and destruction of any Customer Data in Made Tech Housing.

Support and SLAs

Support is delivered through a combination of Early Life Support and ongoing business as usual support.

Early Life Support

- Dedicated technical support for 2 to 3 weeks after go live
- Enhanced system monitoring

- Weekly check ins

Business as Usual

- Email support for customer queries
- Incident management with defined response and resolution times

The following table provides definitions for the standard priority levels that we assign to support cases along with their associated target response and resolution time.

Priority	Definition	Target response time	Target resolution time
1 - Critical	The system is unavailable for critical business activities	30 minutes	4 hours
2 - Major	A part of the system is unavailable for critical business activities.	1 hour	3 business days
3 - Minor	A part of the system is unavailable or is not operating correctly with minimal impact to business activities.	1 business day	5 business days

Contact

To learn more about Made Tech Housing contact us at software@madetech.com