

Inspections and planned works

Service Definition

Supplier Name: Made Tech

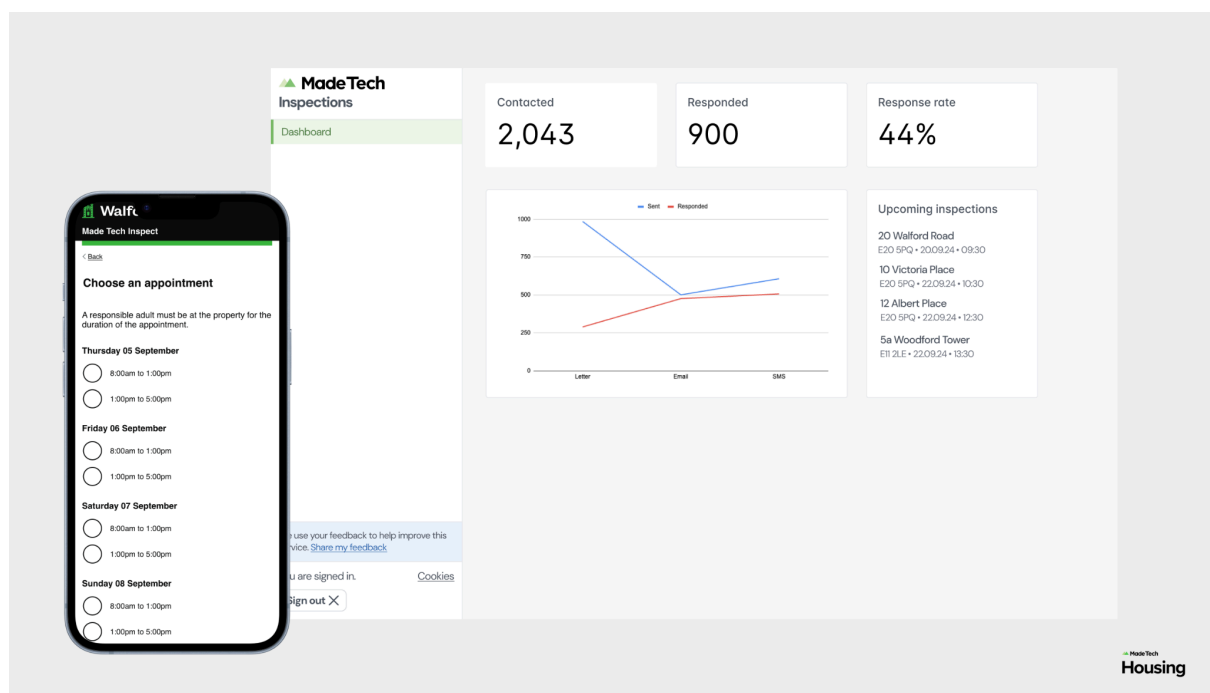
Last updated: December 2025

Overview

Inspections and Planned Works automates the scheduling, communication and management of compliance and planned work appointments, such as gas safety checks, EICRs, FRA and routine inspections.

The module helps housing providers increase first access rates, reduce avoidable contact and remove the administrative burden of managing compliance appointments manually. It gives tenants flexibility to choose or amend their appointment times while giving teams the operational visibility they need to stay on-top of compliance deadlines.

The module can operate as a standalone service or as part of the wider Made Tech Housing platform. It integrates with existing scheduling, housing management and contractor systems through open APIs, enabling fast adoption without disrupting established processes.



Core features

- Automated scheduling for compliance programmes such as gas safety, FRA and other statutory inspections
- Tenant self service appointment booking and rescheduling
- Automated communication by SMS or email throughout the appointment lifecycle
- Reminders and prompts to reduce no access visits
- Real time appointment availability via integration with your scheduling system
- No login required for tenants
- Survey tool for operatives to record inspection findings on site, co designed with operatives for speed, clarity and ease of use
- Workflow for follow on work creation where inspections identify required repairs
- Dashboard displaying upcoming inspections, overdue tasks and access performance
- Case notes and history for each property's inspection timeline
- Configurable scheduling rules, notice periods and communication templates

- Role based access for operational teams and managers

Service benefits

- **Boost first access rates** by letting tenants choose and change appointments at times that work for them
- **Cut no access and wasted visits** with automated reminders and easy rescheduling
- **Stop compliance tasks falling behind** using dashboards and alerts that surface overdue and at risk inspections
- **Eliminate manual admin** by automating appointment creation, communication and tracking
- **Reduce call volumes** by giving tenants a simple, self-serve journey that removes the need to phone the contact centre
- **Stay compliant with confidence** through clear visibility of upcoming deadlines, missed appointments and properties requiring follow up
- **Prove compliance quickly** with a complete, exportable history of inspections, communications and outcomes

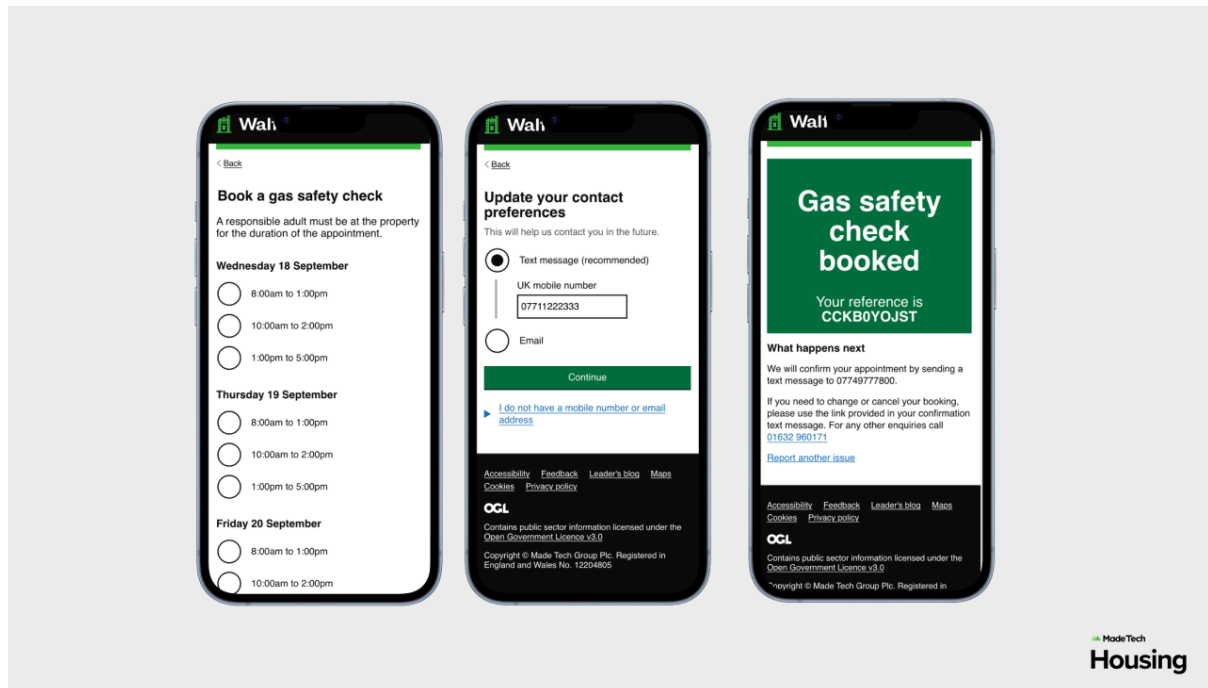
How it fits into your operation

Inspection programme setup

Your compliance programmes (for example, gas safety, EICR or cyclical inspections) are configured within the module, including the required scheduling window, appointment durations, and reminder frequency templates.

Tenant self service appointment booking

Tenants receive a personalised link via SMS, email or letter (via integration with your letter fulfilment service) inviting them to choose an appointment time. They do not need to log in. Appointment options reflect real time availability from your scheduling system.



Automated communication and reminders

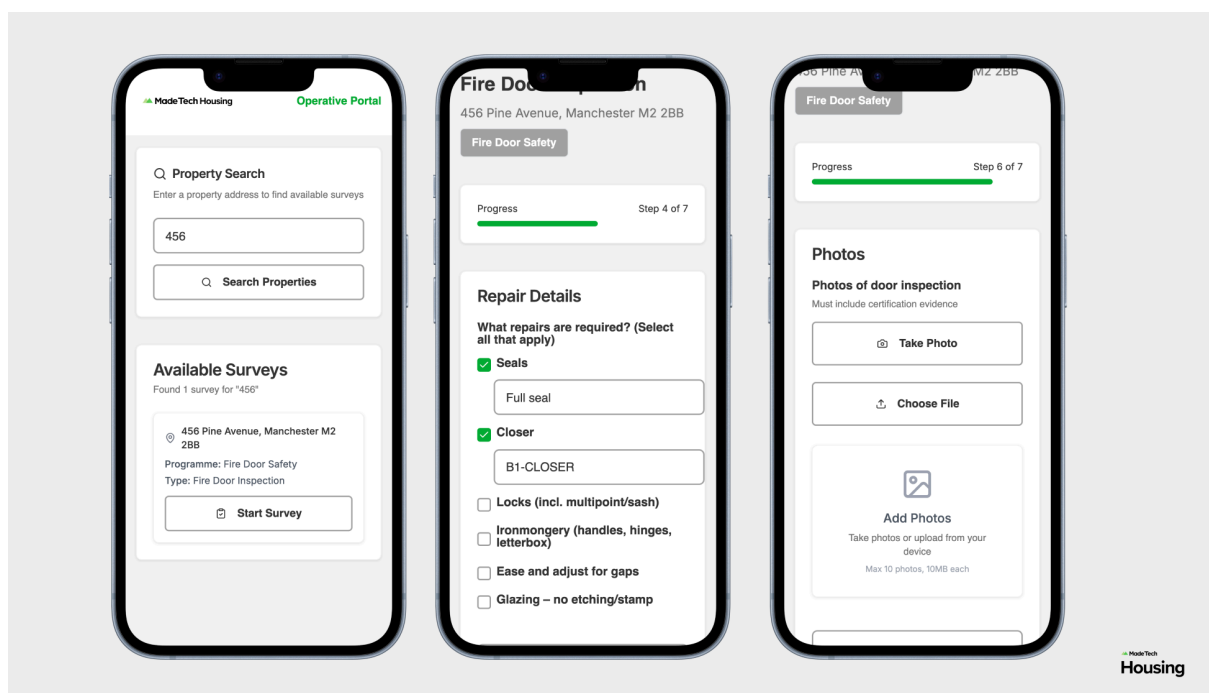
Tenants will be sent reminder prompts to book. Once booked, tenants receive confirmations, reminders and prompts to reduce no access. If tenants need to change the appointment, they can do so online at any time, reducing inbound calls.

Access performance and risk management

Operational teams are alerted when a tenant has booked an appointment so they can manually intervene. Teams use the reporting dashboard to track access issues and inspection outcomes

Inspection outcomes and follow on work

Inspectors and operatives can use the built in survey tool to record findings on site. Operatives can add notes, photos and observations directly into the inspection record.



If an inspection identifies required repairs or follow-on works, these can be automatically created in your repairs management/scheduling system, with booking prompts sent to tenants to reduce manual admin

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