Made Tech Repairs

Service Definition

Supplier Name: Made Tech

Last updated: December 2025

Overview

Increase first-time fix rates, tackle missed appointments, and streamline triaging with Made Tech Repairs, a fully accessible online service for social housing providers.

Designed for simplicity and tested by residents, Repairs reduces unneeded contact and is available 24/7 on any device. The module can operate as a standalone service or as part of the wider Made Tech Housing platform

Service features

- Supports reporting for dwelling and communal repairs
- Real-time appointment booking, through live integration with your scheduler
- Easily cancel or reschedule appointments through a user-friendly interface
- Intelligent risk detection flags critical repairs for prioritised handling
- A login-free experience for residents for enhanced accessibility and usability
- Photo and video upload to support triage of repair issues
- Appointment notifications via text or email to ensure timely communication
- Fully responsive and accessible across mobile, desktop and tablet
- Back-office tooling for repairs triaging and service configuration
- Analytics provides insights about the performance of your service

Service benefits

- Reduce contact volume and boost satisfaction with easy repair reporting
- Drive adoption with a seamless, no-login required solution
- Increase first-time fix rates with accurate repairs diagnosis
- Reduce duplicate requests by making communal repairs visible
- Manage repairs effectively with a comprehensive repairs inbox and integrations
- Enhance decision-making with reports and analytics
- Fully interoperable with existing systems, ensuring compatibility and flexibility

“We needed an online housing repairs service that would work smoothly for our citizens and fit around their everyday lives. With Made Tech’s help, we’ve now got exactly that.”

- Tom Harrison, Programme Director at Redbridge

How it works

Self-service repair reporting

Repairs enables social housing residents and leaseholders to report a repair online easily and quickly without the need to log in.

A simple diagnosis journey allows residents to locate and describe their issue accurately and upload photos and videos, while triaging emergency and high-risk issues.

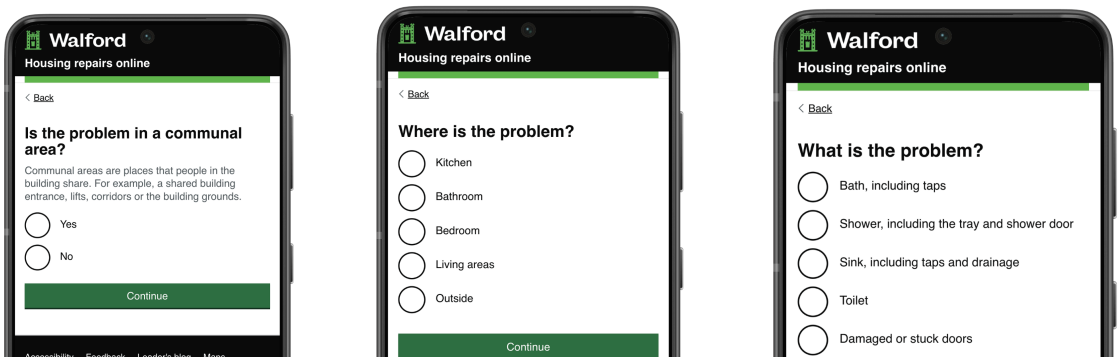

Figure 1: Residents can diagnose and report a problem easily

Users are then able to book a repairs appointment based on real-time contractor availability, which can be rescheduled or cancelled online.

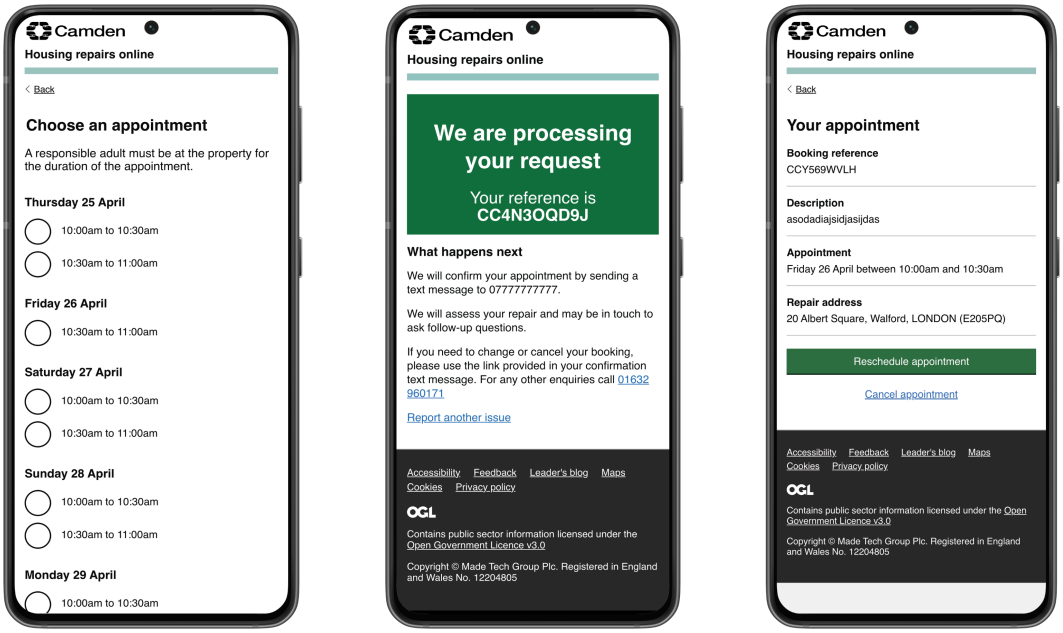

Figure 2: Residents can book, cancel and reschedule appointments online

Residents then receive confirmation and updates about their repair(s) by email and/or SMS.

The service uses the GOV.UK design system and has been thoroughly user-tested with residents.

Repairs triage

In instances where manual intervention or special attention is required (e.g. high-risk reported issues), teams can use the admin interface to view detailed repair information including associated images and add notes. Teams can edit work orders and appointment information from within the admin interface.

Service configuration

You can customise the following aspects of the service through configuration:

- Logo and colours used in the resident-facing service, to match your branding

- Repairs business rules such as repairs code to scheduler routing or SoR mapping

- Selected resident-facing content such as emergency repairs contact information

You can configure the above either with our free-of-charge assistance or by self-serving in the service's admin interface, for which access can be authorised for specific users.

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 (Mon-Fri between 9am-5:30pm)

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.