

Hazard Case Management for *Awaab's Law*

Service Definition

Supplier Name: Made Tech

Last updated: December 2025

Overview

Hazard Case Management helps social housing meet their obligations under Awaab's Law.

From the moment a hazard is reported to the final fix, every case is captured, triaged and tracked in a structured workflow that removes reliance on spreadsheets, inboxes or ad hoc systems.

The module enables simple reporting of hazard cases, on-going case management, tenant communication and creation of a complete audit trail suitable for internal assurance and regulatory reporting.

Hazard Case Management can be used as a standalone service or as part of the wider Made Tech Housing platform, with rapid onboarding and open APIs for integration with existing systems.

The screenshot displays the ModeTech Housing Case Queue application. The main interface features a table of cases with columns for Case ID, Category, Hazard Type, Notices, Property Address, and Status. The status column includes icons for Investigation Scheduled, Categorised, and Investigation. A sidebar on the left contains navigation links for Case Queue, All Cases, and User Guide. A top bar shows the user is signed in as 'Bilal' and has 0 cases. A right-hand panel displays the Case Progress flowchart, which includes steps: Categorised, Investigation Scheduled, Investigated, Summary Scheduled, Works Scheduled, Works Completed, and Closed. The current step is 'Complete Works', which is overdue by 10 days. Below the flowchart, there are sections for Hazard Category (Emergency), Investigation (Completed 21 October 2020 at 10:20), Summary, and Follow On Works.

Core features

- Centralised hazard reporting from tenants, staff or contractors
- Real time dashboard showing all open cases, status, SLA time remaining and responsibilities
- Structured case workflow covering triage, investigation, communication and resolution
- SLA tracking aligned to Awaab's Law timeframes
- AI powered generation of clear tenant facing summaries
- Support for photo, video and document uploads
- Case notes for recording conversations, decisions and updates, all timestamped and stored in the case history
- Follow on work creation and linkage to repairs or scheduling systems
- Full audit trail, including actions, evidence, communications and timestamps
- Configurable hazard types, triage rules and priority settings
- Role based access control for case workers, managers and compliance teams

Service benefits

- **Stop cases slipping through the cracks** with deadline driven dashboards and instant visibility of what needs action now.
- **Cut hours of admin** with AI generated investigation summaries that turn operative notes into clear, tenant friendly updates in seconds.
- **Prove compliance instantly** with a one click case file export containing every decision, action, timestamp and piece of evidence.
- **Meet Awaab's Law deadlines with confidence** through automatic categorisation, structured workflows and clear SLA tracking.
- **Resolve hazards faster** by linking investigations, evidence and follow on works in a single, end to end process.
- **Eliminate manual tracking** by replacing spreadsheets, emails and scattered notes with one purpose built system.
- **Improve tenant satisfaction** by sending consistent, easy to understand updates at every key stage.
- **Give managers total oversight** with real time insight into caseload, overdue actions, emerging risks and team capacity.

How it fits into your operation

Reporting and case creation

Hazard cases can be created in several ways: through integration with your tenant self-serve reporting solution, through integration with your repairs management system, or directly via the module's case creation interface. Reports can include photos or videos to support accurate triage and help case handlers understand the severity of the issue.

The image displays three overlapping mobile app screens illustrating the hazard reporting workflow:

- Describe the damp or mould**: This screen prompts the user to provide details to help prioritize the issue. It includes a text input field with a sample description: "There is a mould on the ceiling in our up bedroom - I think it's coming from a leak which started last week". A character count shows "You have 76 characters remaining". A green "Continue" button is at the bottom.
- Does anyone in the property have a respiratory or lung condition?**: This screen asks a yes/no question. It provides examples: "For example: asthma, COPD, cystic fibrosis, or another lung disease." Radio buttons for "Yes" (selected) and "No" are shown.
- Add photos to your request**: This screen includes a warning: "Warning: Only take photos if it is safe to do so." It explains that photos help assess severity and provides a link for "Tips for taking a good photo". An "Add Photo" button is present, followed by a green "Continue" button. Below, a section titled "Photos added" shows two sample photos of mold on a ceiling, each with a "Delete photo" link.

The MadeTech Housing logo is visible in the bottom right corner of the interface.

Hazard categorisation

Cases can be automatically assigned an Awaab's Law category (emergency, significant or out of scope) based on report data and household health information. Alternatively, the module can be configured for full manual triage,

allowing case workers to categorise hazards themselves using structured rules. Once a category is assigned, priority levels and deadlines are calculated to align with statutory timeframes.

Managing Awaab's Law deadlines

Case handlers use the case queue to see at a glance how many cases require action and how long remains to complete each step while staying compliant. Cases with overdue actions are clearly flagged so teams can quickly identify where intervention is needed and maintain control of risk.

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Case Queue

All Cases

User Guide

Signed in as: [\[User Name\]](#)

[Cookies](#)

Add Case

Sign out

Case Queue

Search by address

Status filtersCategory filtersNotice filters

Case ID	Category	Hazard Type	Notices	Property Address	Status	Deadline
[ID]	⚠	Damp And Mould	[Notice]	[Address]	Investigation Scheduled	3w overdue Investigate deadline
[ID]	⚠	Damp And Mould	[Notice]	[Address]	Categorised	13d overdue Schedule Investigation deadline
[ID]	⚠	Damp And Mould	[Notice]	[Address]	Categorised	13d overdue Schedule Investigation deadline
[ID]	⚠	Damp And Mould	[Notice]	[Address]	Categorised	13d overdue Schedule Investigation deadline
[ID]	⚠	Damp And Mould	[Notice]	[Address]	Categorised	13d overdue Schedule Investigation deadline
[ID]	⚠	Damp And Mould	[Notice]	[Address]	Categorised	13d overdue Schedule Investigation deadline
[ID]	⚠	Damp And Mould	[Notice]	[Address]	Categorised	13d overdue Schedule Investigation deadline
[ID]	⚠	Damp And Mould	[Notice]	[Address]	Investigation Scheduled	11d overdue Investigate deadline
[ID]	⚠	Damp And Mould	[Notice]	[Address]	Investigation Scheduled	7d overdue Investigate deadline
[ID]	⚠	Damp And Mould	[Notice]	[Address]	Investigation Scheduled	7d overdue Investigate deadline
[ID]	⚠	Damp And Mould	[Notice]	[Address]	Investigation Scheduled	6d overdue Investigate deadline
[ID]	⚠	Damp And Mould	[Notice]	[Address]	Investigation Scheduled	6d overdue Investigate deadline
[ID]	⚠	Damp And Mould	[Notice]	[Address]	Investigation Scheduled	6d overdue Investigate deadline
[ID]	⚠	Damp And Mould	[Notice]	[Address]	Investigation Scheduled	4d overdue Investigate deadline

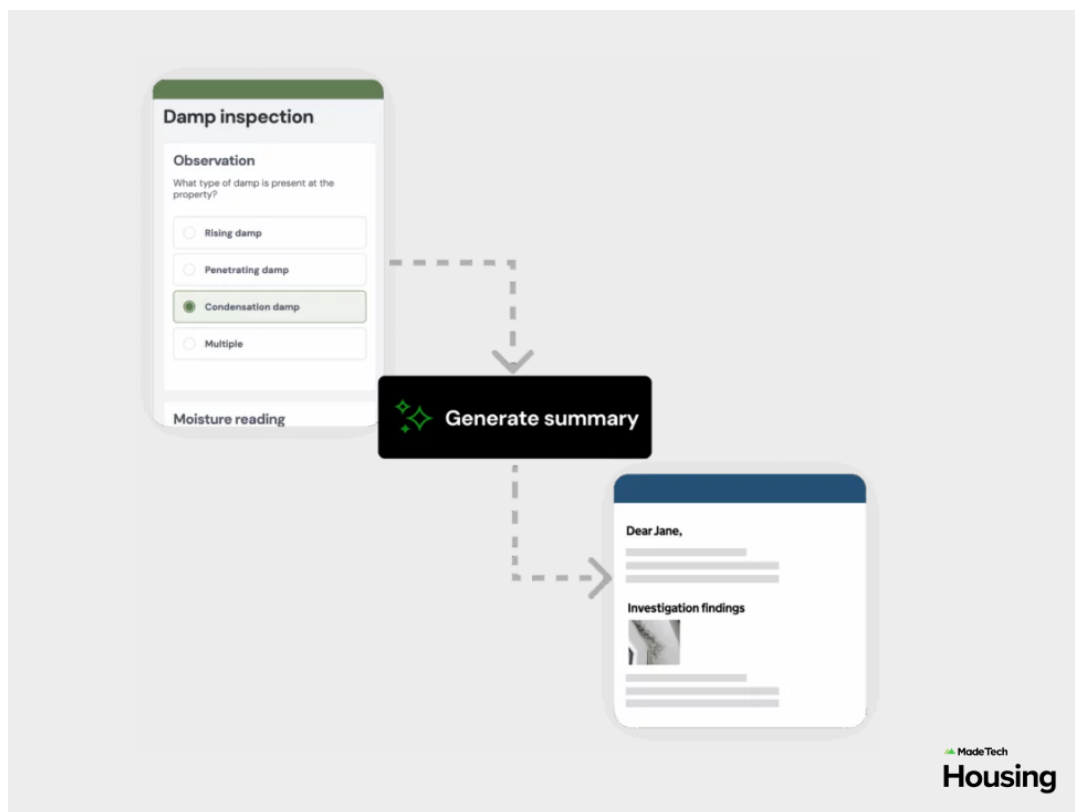
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Providing written summaries to tenants

The module supports both automated and manual routes for adding investigation findings.

- Automated ingestion of operative reports from your survey solution or repairs management system
- AI generated investigation summaries written in plain English, broken down into what we found and what happens next
- Each AI generated summary is flagged for human review before it is shared with the tenant
- Case handlers can edit and refine the summary before publishing
- Once approved, tenants receive a link to the online summary via SMS or email, with options for postal letters where integrated with a fulfilment service

All evidence, notes and updates are stored within the case file.



Follow on work scheduling

Where remedial work is required, case workers can create follow on tasks or work orders directly from the case file. These can be passed to operatives, contractors or internal teams and can integrate with existing repairs or scheduling systems.

Communication and updates

Tenants receive automated updates by SMS or email at key stages in the case. All communications, including published summaries and follow on work notifications, are stored in the case history to maintain a complete audit trail.

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