

RepairSense® G-Cloud Service Definition

A smarter way to maintain housing standards

Table of Contents

1. Service Overview: 2

2. Implementation: Accelerating time to value 7

3. Customer Success: Sustainable value..... 10

Appendix A: Mobysoft Overview 13

Appendix B: Architecture 14

Appendix C: Non-Functional Capabilities..... 15

Appendix D: Technical Requirements 18

Appendix E: Service Level Agreement..... 19

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£8.8bn

Record annual spend on repairs and maintenance, a 56% increase since before the pandemic.

4.2 million

People in England who would benefit from living in a social home.

160,000

Children living in temporary accommodation, a record high.

£1.4bn

Annual cost to the NHS attributed to poor quality housing.

01 Service Overview

A smarter way to housing standards

1. Service Overview:

Social housing providers face the dual challenge of delivering high-quality repairs while managing rising costs.

Social Housing Providers (SHPs) in the UK are responsible for ensuring tenants live in safe, comfortable, and well-maintained homes. The commitment to quality housing and timely repairs is mandated both by legislation and by sector-specific guidance and best practice frameworks.

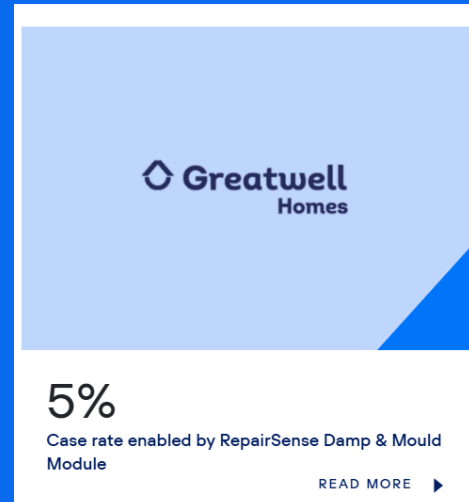
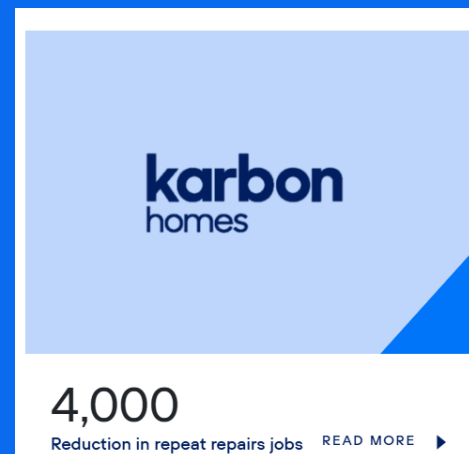
RepairSense: A smarter way to deliver Safer Homes

Mobysoft is a long-established, award-winning technology partner to the social housing sector, specialising in predictive analytics, automation, and data-driven decision support (please refer to **Annex A Corporate Profile** for further insight into our business).

Our RepairSense solution is a cloud-based analytics service designed specifically for social housing providers to improve repairs performance, and tenant outcomes. It works alongside your existing

Housing Management System, to identify chain repeat repair cases (<4 visits) or high severity chain repairs (>4 visits), prioritise action, and support more proactive repairs management across plumbing, heating, electrical, and joinery trades. The service is proven to deliver better outcome for SHP's and their tenants:

RepairSense delivers proven results:



Insight-led identification and reduction of repeat repairs

RepairSense® provides a single, integrated service that supports the full repeat-repairs improvement lifecycle, from identifying repeat job risk and recurring failure patterns, through to insight, oversight, and continuous improvement. This is achieved by:

- Applying **Natural Language Processing** to process unstructured data in order to identify repeat repair patterns across properties, trades, operatives, and job types.
- Providing an **Overview Homepage** that allows you to monitor repair trends and emerging issues over time by:
 - Summarising open chain repeat repair cases (<4 visits) or high severity chain repairs (>4 visits).
 - Presenting your current quality score (total responsive repeat jobs that do not repeat in the last 12 months). This will allow you to judge performance vs other SHPs market that typically achieves a score of 83%.

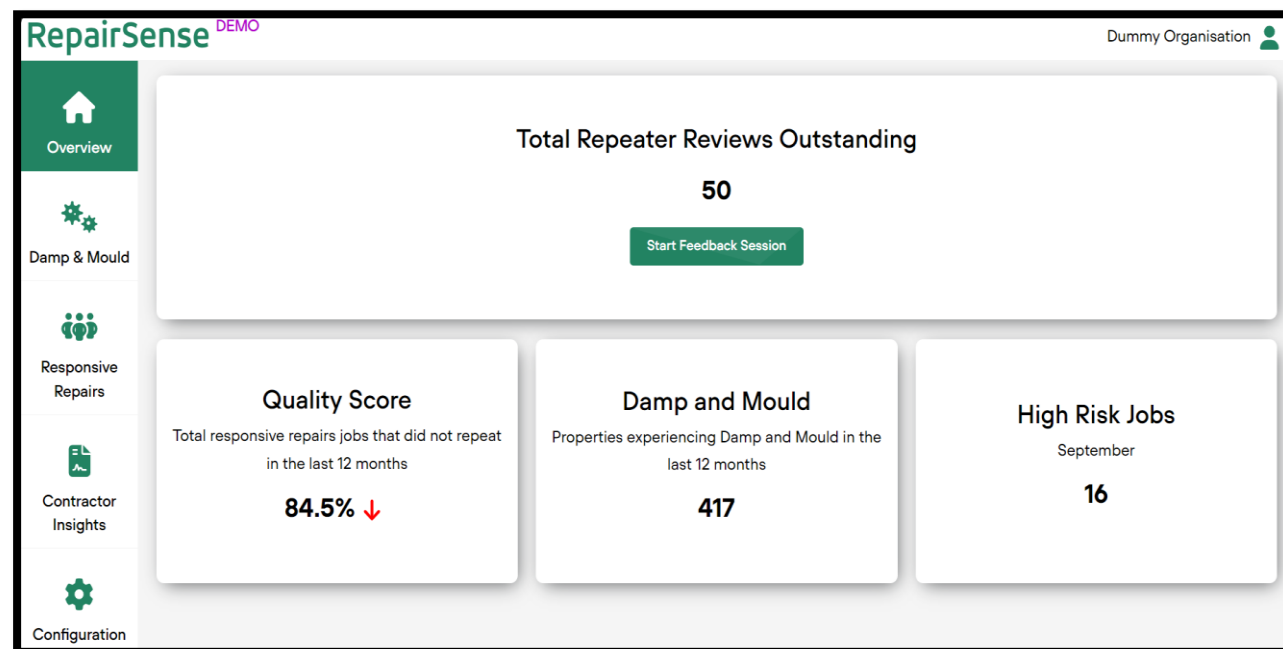


Figure 1: Informative Overview Homepage

The RepairSense homepage provides quick insights into open repeat repair cases, and your current quality score. Where you have procured RiskSense – also listed on Gcloud 15 - you will be provided with insights into repairs linked to Hazards.

Where you have procured RiskSense – also listed on Gcloud 15 - you will be provided with insights into repairs linked to Hazards that are governed by various regulations across Great Britain (e.g., Welsh Housing Quality Standard (WHQS) Hazard Response Rule, Housing (Scotland) Act 2025; and Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025).

- Providing a **Responsive Repairs Inbox** that presents cases for investigation (Job ID, Raised Time, Priority and the Trade). Users are then able to investigate cases at the click of a button.
- Presenting real-time dashboards that allow you to target improvement activity, training, and quality interventions where they will have the greatest impact e.g.,
 - **Intelligent Insights** provides detailed repeat metrics against top trades with comparable data against the selected trade.
 - **Affected Properties** allows repair teams to understand how particularly properties may be more prone to chain repeat repair cases,

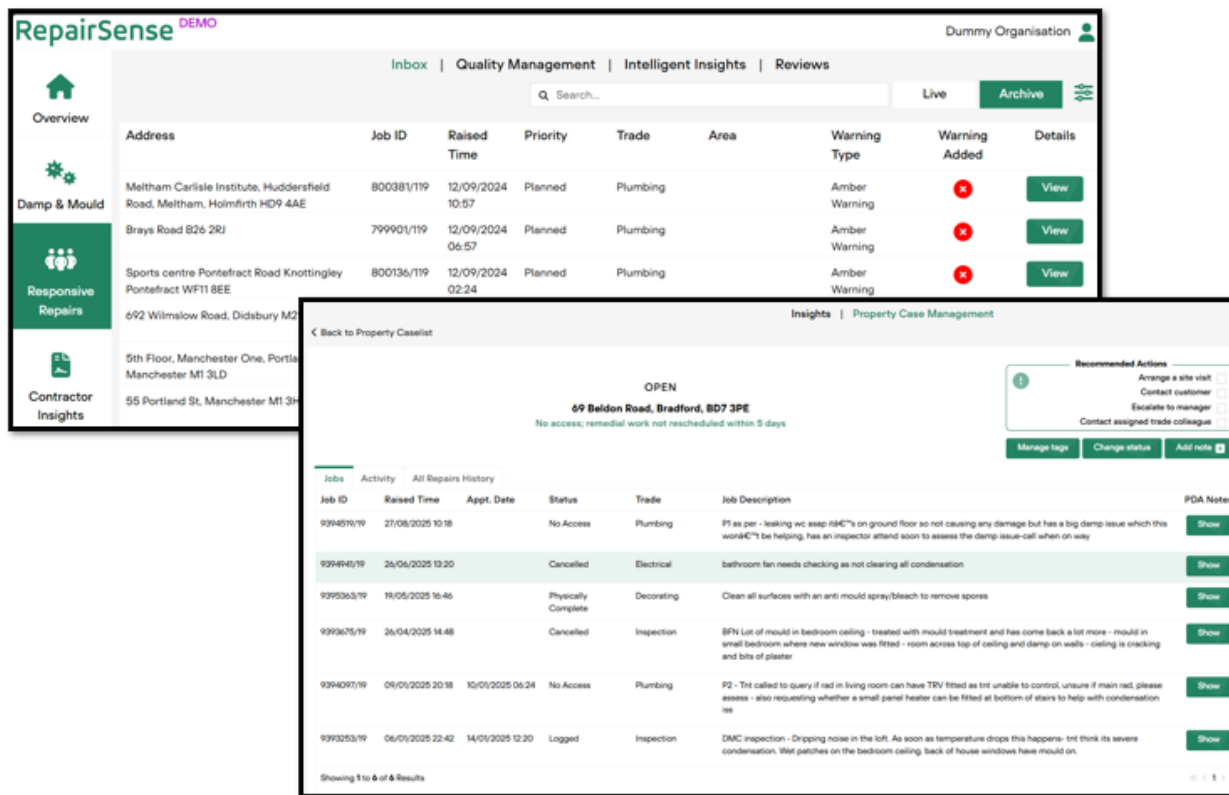


Figure 2: Responsive Repairs Inbox and Case Management
RepairSense provides a Responsive Repairs Inbox that presents cases for investigation (Job ID, Raised Time, Priority and the Trade). Users are then able to investigate cases at the click of a button.

or high severity chain repair cases, e.g., aging properties, or properties where tenant behaviour may cause need for additional repairs.

- **Reviews** displays details of repeat cases for specific operatives within your team.
- Where desired, you can also configure alerts to highlight repeat cases to operatives to help inform behaviour on site.

These capabilities allow housing management teams to provide tenants with peace of mind that their provider recognises, and addresses causes of repeat repair requests, empowers staff to focus on providing quality and sustainable repairs, whilst organisations recognise the productivity gain that can be used to support a growing property count.

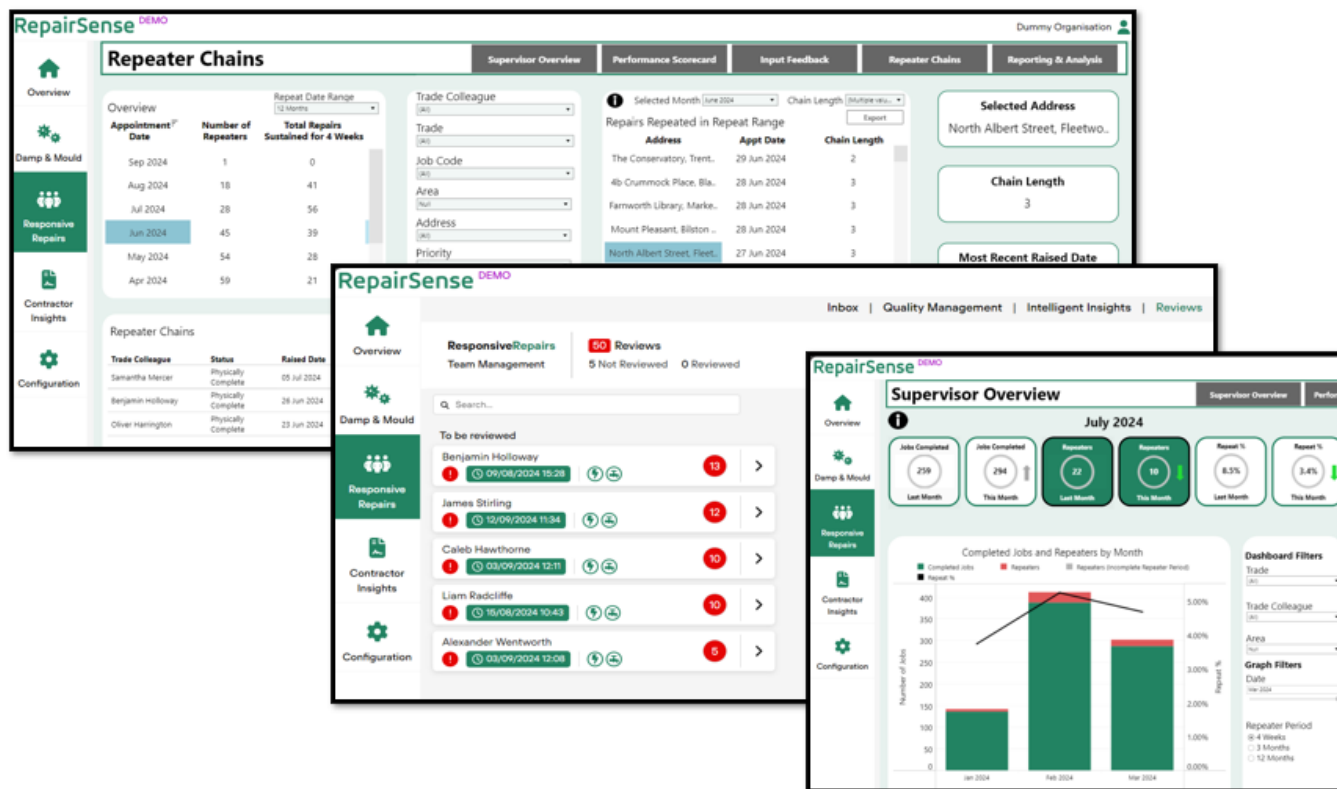


Figure 3: Realtime Performance Dashboards

Presenting real-time dashboards that allow you to target improvement activity, training, and quality interventions where they will have the greatest impact, e.g., by reviewing property, operative, or trade cases.

Appendix B – Architecture, **Appendix C** - Non-Functional Deliverables, & **Appendix D** - Technical Requirements, provide technical and compliance subject matter experts with further insight into the service.

02 Implementation

Accelerating time to value

2. Implementation: Accelerating time to value

We will form a joint project team with you to implement RepairSense using our proven project methodology.

Implementation Methodology

Our methodology is proven to get customers live quickly, safely, and with confidence, while ensuring the solution is configured to reflect how your team's work. The key stages of an implementation are:

- **Discovery** ensures that we understand your IT environment, patch structures and ways of working, ahead of deploying RepairSense.
- Once technical requirements are understood we will **Provision RepairSense** and **Configure RepairSense** to follow your preferred ways of working - this is a collaborative phase combining our implementation expertise with your operational insight to ensure the system highlights the right cases, at the right time, for the right people.

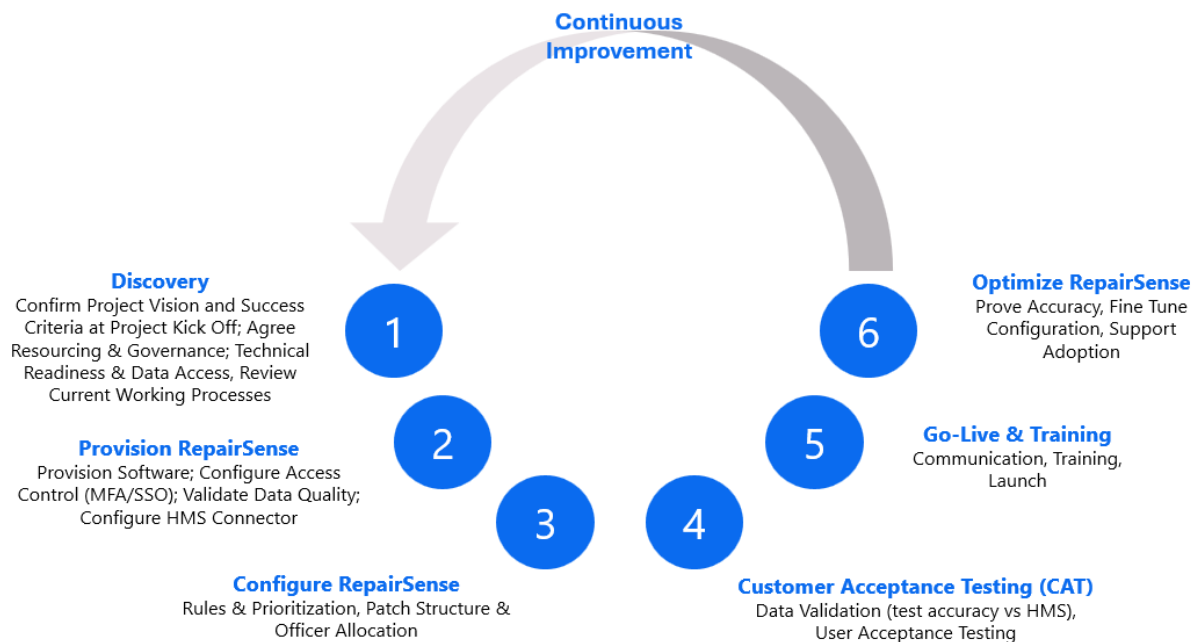


Figure 4: Proven Implementation Methodology

Our methodology is proven to get customers live quickly, safely, and with confidence, while ensuring the solution is configured to reflect how your team's work.

- You will then perform [Customer Acceptance Testing \(CAT\)](#) ahead of [Go-Live & Training](#).

Following go-live, we will work collaboratively with you to [Optimise RepairSense](#). This includes monitoring performance and usage, proving accuracy, as well as hands-on support from our team to support you adopt good practice.

Once the service is optimised, it will enter a short period of Hypercare, prior to the service being formally transitioned to our Customer Success team.

A Typical Implementation Plan

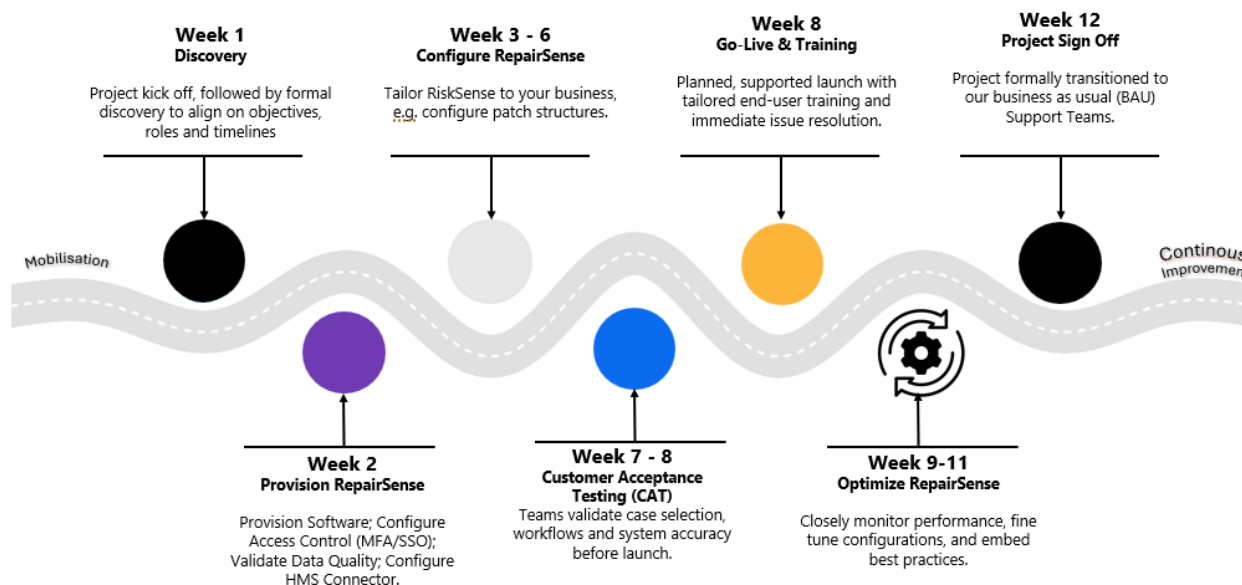


Figure 5: Typical Implementation Plan

Projects follow our structured implementation methodology to accelerate your time to value.



mobysoft

03 Customer Success Sustainable value

3. Customer Success: Sustainable value

Sustained improvements in the management of hazards and repairs requires a stable predictive analytics service, product adoption, effective operational practices, and strong leadership focus. The Mobysoft service model therefore combines both:

- A Service Desk Institute aligned Support Package to drive service availability. The service includes deployment of updates & upgrades to your service.
- An assigned Customer Success Manager will help you to drive benefits realisation, e.g., by providing insight into good practice from across our user base, as well as the provision of training on how to maximise the value of our service.

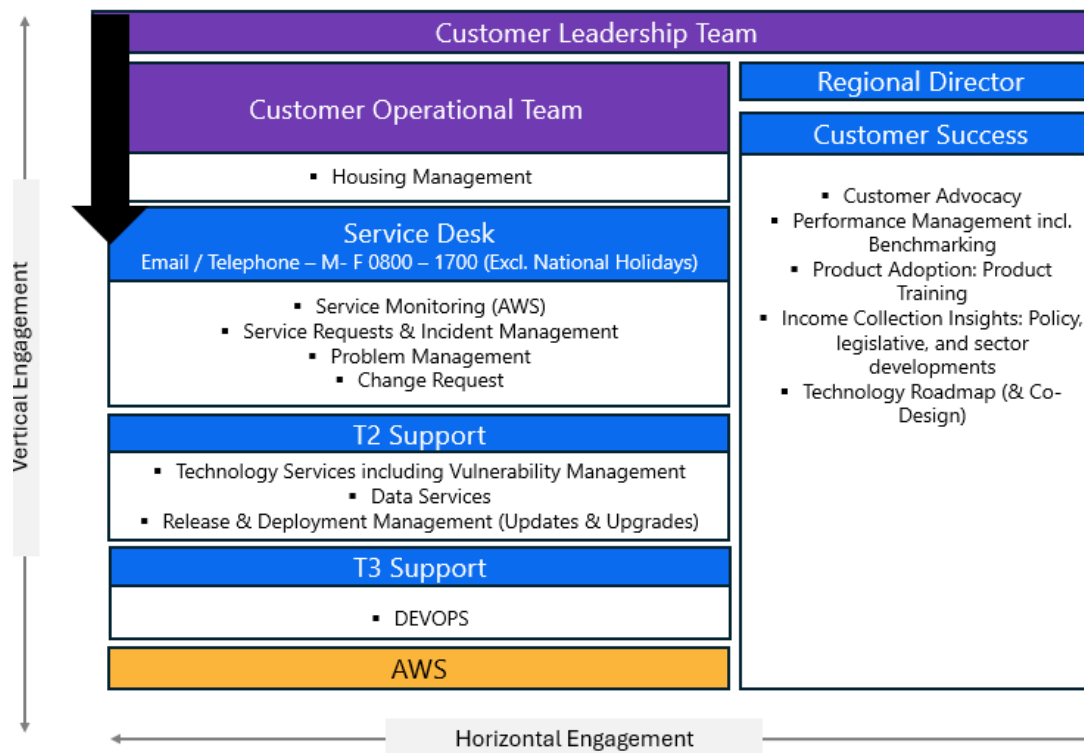


Figure 6: Delivering High Performance Income Management Services
Our Service Model is aligned to the Blueprint of the Service Desk Institute Global Best Practice to drive availability, adoption, and income management performance.

Customer Success

Customer Success is structured around regular performance reviews, delivered monthly, bi-monthly, or quarterly depending on customer preference. These sessions:

- Track progress against agreed objectives and business cases
- Identify opportunities to improve outcomes through configuration, process, or behavioural change
- Share good practice and provide access to webinars and training events that will sustain high performance.
- Capture customer feedback and product roadmap suggestions to share with our product and data teams to inform the development of the next release of RepairSense.

Where issues or concerns arise, your Customer Success Manager acts as an escalation point for your team.

Support and Service Management

A Service Desk Institute aligned Support Package is provided to drive service availability. The service includes:

- Service monitoring and proactive service availability management.
- 99.5% service availability SLA.
- Target response and resolution times for service requests.
- Components of the Blueprint of the Service Desk Institute Global Best Practice including Vulnerability Management; & Problem Management.
- Deployment of updates & upgrades to your service so that you can keep at the forefront of income collection.

For full details of the SLA included within our pricing, please refer to **Appendix E – SLA**.



"It's not just about the product; there's a wraparound service with real support and training from knowledgeable people."

Director of Customer Services

Annex

A smarter way to deliver safer
homes

Appendix A: Mobysoft Overview

Our Business

Mobysoft develops solutions to enhance social housing, by improving tenants' lives and the quality of homes they live in, whilst helping social landlords deliver better services more effectively. Our solutions and services are designed to help upskill users and improve job satisfaction.

Our Values

The Mobysoft corporate identity & brand is underpinned by its values:

Courageous
Collaborative

Innovative
Customer-focused

Outcome Orientated
Accountable

Our Products

Our products are all delivered as part of the [PropertySense®](#) analytics platform, providing a secure, scalable environment for combining hazard insight with operational housing, repairs and asset data:

- [RepairSense®](#). An analytics solution that helps social landlords understand, forecast and manage repairs demand and performance, enabling more proactive and efficient repairs services
- [RiskSense®](#). An analytics solution that helps social landlords identify, monitor and track housing hazards covered by Awaab's Law, supporting a proactive and evidence-led approach to hazard management.
- [RentSense®](#). A predictive income management solution that helps landlords prioritise arrears cases and maximise rent collection efficiency

Our Commitment to Social Value

Mobysoft is a tech-for-good organisation committed to delivering measurable social value alongside our services. Our approach focuses on:

- Supporting employment and skills development, particularly for early-career and under-represented groups
- Digital inclusion, through access to technology and skills
- Community and charitable support across the housing sector
- Promoting diversity and inclusion within housing and technology

Recent examples include:

- Supporting over 140 people into stable housing and 70+ people into employment through community partnerships
- Delivering £400,000+ of added value to the social housing sector through income maximisation services in 2024
- Providing apprenticeships, mentoring, and employability support for young people entering technology roles.

Our social value activity is embedded in how we operate as a supplier to the social housing sector and supports wider community outcomes alongside service delivery.

Appendix B: Architecture

Solution Architecture Overview

Hosted by AWS (London), RepairSense® is designed to complement, not replace, a customer's Housing Management System (HMS). Relevant data is securely extracted at scheduled intervals and processed within the RepairSense® platform, where it is modelled and structured to produce a prioritised view of housing hazards, forward-looking insights and management dashboards.

The architecture is intentionally simple and low-risk: it requires no changes to your core housing system, supports secure access controls, and ensures that insight is always based on the most up-to-date data available. This approach allows organisations to realise value quickly, while maintaining full control over their source systems and data:

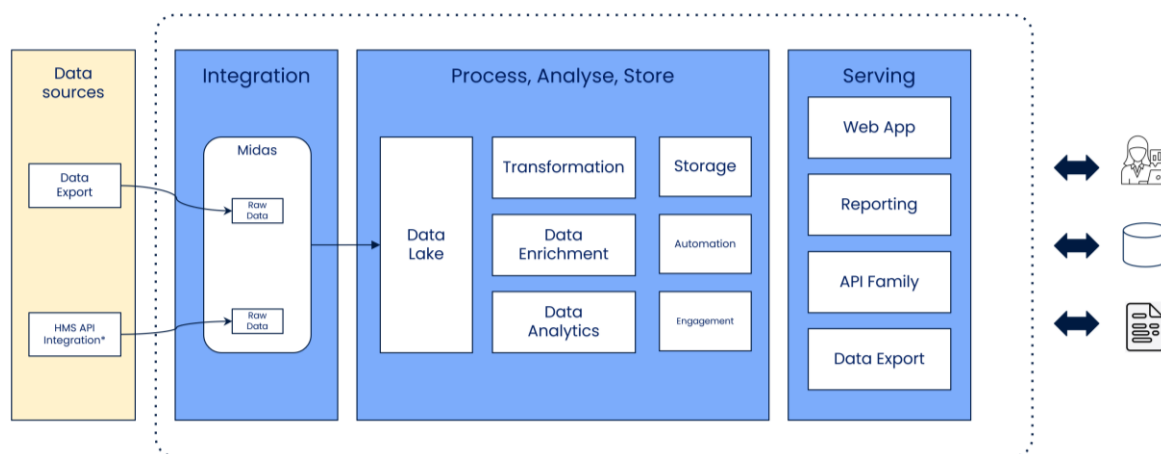


Figure 7: Service Architecture

We provide a secure, simple and scalable service architecture.

Appendix C: Non-Functional Capabilities

Configuration

The service is highly configurable to meet the operational needs of different housing providers without requiring bespoke development.

Configuration options include:

- Role-based user access and permissions
- Reporting alerts
- Data refresh frequencies and notification preferences

Configuration changes can be made by authorised customer administrators or by the supplier as part of an agreed support or customer success engagement. All configuration changes are logged and auditable.

Audit

Comprehensive audit logging is enabled across the platform, with logs centrally collected, retained, and reviewed to support accountability and incident investigation.

Integration

The service is designed to connect securely with customer systems and third-party platforms.

Key integration capabilities include:

- Secure file-based transfers (SFTP) where APIs are not available.
- Integration with select Housing Management Systems (HMS),.
- Support for batch and near-real-time data flows, depending on use case.

Updates & Upgrades

Type:	Updates include security patches, performance improvements, defect fixes, and functional enhancements.
Frequency:	Minor updates are deployed regularly; major releases are delivered periodically.
Customer impact:	Updates are designed to be non-disruptive, with no customer action required.
Notice:	Customers are notified in advance of any changes that may affect functionality or user experience.

End-of-Life (EoL):

Where functionality is to be deprecated or retired, customers are provided with clear notice, guidance on alternatives, and reasonable transition timelines, e.g., you will receive 6 months-notice for features that are going to be sunset (full support is offered during this period). Typically, sunset features are replaced with better, more capable functionality.

Service Continuity – Business Continuity & Disaster Recovery (BCDR)

The RepairSense® database is operated in a fault tolerant manner to ensure continual availability. In the event of a major issue with the underlying hosting provider, the stated Recovery Time Objective (RTO) is 6 hours, with a Recovery Point Objective (RPO) of end-of-last working day.

Mobysoft has a Business Continuity and Disaster Recovery Programme that provides for continued operation of the business and the delivery of RepairSense® in the event of partial/total loss of either hosting provider infrastructure or the Mobyssoft office location(s).

Backup

Backups are performed by AWS automatically every 24 hours.

Information Security

Information security is embedded into the design, delivery, and operation of the service.

Key controls include:

- Access control: Role-based access, least-privilege principles, and multi-factor authentication where appropriate.
- Encryption: Data encrypted in transit and at rest using industry-standard protocols.
- Vulnerability management: Regular vulnerability scanning, patching, and penetration testing
- Monitoring: Continuous monitoring for security events and anomalous activity.
- Incident management: Defined security incident response processes, including customer notification where required.

Security controls are aligned to recognised best-practice frameworks. Mobyssoft is ISO 27001 certified and Cyber Essentials Plus certified.

Responsible AI

Where AI, machine learning, or automated decision-support is used, it is applied responsibly and transparently.

Responsible AI principles include:

- AI is used to support human decision-making, not replace it
- Outputs are explainable and interpretable by users
- Models are monitored for performance, bias, and drift
- Customers retain control over how AI-driven insights are operationalised
- No automated decisions are made without appropriate human oversight

AI capabilities are designed to be ethical, accountable, and aligned with customer and regulatory expectations.

Compliance

The service is designed to support customer compliance with relevant legal and regulatory requirements. This includes:

- Provides the tools you need to maintain your compliance with the UK GDPR and Data Protection Act
- Secure data handling and retention practices
- Support for sector-specific regulatory obligations (e.g. social housing governance and reporting)
- Alignment with recognised information security and service management standards

Compliance controls are reviewed regularly to reflect changes in regulation and best practice.

Language

English language interface that supports capturing data in alpha and numeric characters, e.g., you can store Welsh Language entries without special characters if required, or send SMS in the same way.

Appendix D: Technical Requirements

Web Services Supported

Users access their RepairSense® caseloads via a web portal. All modern web browsers are supported (Chrome, Edge, Safari, etc.).

MIDAS Data Extraction Server

RepairSense requires a data extract from the customer's source system (typically a Housing Management System ('HMS')). As part of the implementation process, an on-premises tool is usually installed to extract, transform and securely upload data to RepairSense. The server specification is as follows:

- Windows Server (this can be a shared application server) within the same domain as the customer HMS database.
- 8GB RAM.
- 10GB available drive space.
- Java 8 or Amazon Coretto 8.
- Service Account (to run scheduled task).
- Remote Access Account.
- Database Account (read-only permissions).

Appendix E: Service Level Agreement

Support Hours

Standard support is provided during the following hours:

- Monday to Friday, 08:00 – 17:30 (UK time)
- Excluding England & Wales public holidays as defined here: [UK bank holidays - GOV.UK](https://www.gov.uk/bank-holidays)

Out-of-hours support for critical incidents is available via escalation.

Service Availability

Mobysoft targets a **monthly service availability of 99.5%**, measured across core application services. Availability is calculated as the percentage of total time in a calendar month that the Service is available, excluding:

- Customer misuse or unauthorised changes
- Planned maintenance (with notice)
- Force majeure events
- Issues caused by customer systems, connectivity, or third-party services outside Mobysoft control

Target Service Request Response and Resolution Times

Severity	Description	Response	Resolution
1 – Critical	Complete loss of service or a critical function unavailable with no workaround.	Within 1 business hour.	As soon as reasonably practicable. Noting that the stated Recovery Time Objective (RTO) is 6 hours, with a Recovery Point Objective (RPO) of end-of-last working day.
2 – High	Major functionality impaired, significant business impact.	Within 4 business hours.	Next business day.
3 – Medium	Partial loss of functionality or degraded performance.	Within 1 business day.	Agreed with Customer.
4 – Low	Minor issue, cosmetic defect, or general query.	Within 2 business days.	Next release (where added to the Mobysoft product roadmap).

Maintenance Windows

Planned maintenance is typically performed outside standard business hours:

- Customers will receive at least 5 business days' notice
- Emergency maintenance may be required in exceptional circumstances

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