

RiskSense® G-Cloud Service Definition

A smarter way to deliver safe housing

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01

Service Overview

A smarter way to deliver safer housing

1. Service Overview: A smarter way to provide safe housing

Social Housing Providers (SHP) are operating in an environment of increasing regulatory scrutiny, heightened expectations around resident safety, and rising levels of tenant vulnerability.

Landlords are required to identify housing hazards early, prioritise the most serious risks, and take timely, evidenced action to protect residents and demonstrate compliance. In practice, this is challenging across large and complex housing portfolios, where risk indicators are often fragmented across multiple systems and teams.

Predictive risk intelligence for safer homes

Delivered by Mobysoft (**Corporate Profile attached at Annex A**), RiskSense® is a cloud-based (AWS-London) risk intelligence service that is designed to help social landlords proactively identify and prioritise housing hazards.

RiskSense® will connect with your existing housing and asset data to:

- Identify homes at increased risk of housing hazards.
- Prioritise cases based on severity, and potential impact.
- Support earlier, preventative intervention before issues escalate.
- Provide clear visibility of risk at operational, management, and executive level.

RiskSense® is configurable to local policies and operating models and is delivered as a fully managed SaaS service, requiring no replacement of existing core housing systems.

Proactive risk management with measurable benefit

The optional ProjectedRisk module supports a shift from reactive case handling to proactive risk management, helping organisations focus limited resources where they will have the greatest impact. The service enables SHPs to:

- Identify damp, mould, and housing hazards earlier.

RiskSense: Proven Results



5%

Case rate enabled by RepairSense Damp & Mould Module

" RiskSense has given us that assurance – we now know no jobs will be missed and it also identifies any errors. It is critical for us with compliance."

Greatwell Homes

- Improve prioritisation of inspections and remedial activity.
- Reduce escalation through earlier, targeted intervention,
- Apply data driven decision-making.
- Share market insight into common and emerging hazard management trends with you.
- Support you to build the business case for investment in a hazard management service.
- Provide you a live demonstration of RiskSense using real hazard scenarios.

By enabling earlier action, RiskSense® helps protect residents while reducing organisational risk and pressure on frontline teams.

Trusted delivery with a clear route to value

Our Specialist [SHP - Project Team](#) will apply our proven delivery approach to implement and embed the service in your business in as little as 12 weeks.

Once RiskSense is deployed, your 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.

Your pathway to sustainable social housing:

Our Account Management Team are on hand to:

Where requested, Mobysoft may also offer a chargeable Proof of Value (POV) exercise that provides up-to six months of service to prove data services and to test value against agreed success criteria (operated as a break clause for cause within a longer-term agreement).

02 RiskSense Software Packages

Our service paces your jurisdictional requirements

2. RiskSense Software

Packages: Our service paces
your jurisdictional
requirement

A Sector at a Cross-Roads

SHPs face a complex, multi-dimensional challenge in hazard management that combines urgent statutory compliance with operational, resource, and tenant engagement issues. **Success depends on establishing robust governance, skilled investigative capacity, preventive maintenance systems, effective tenant communication, and comprehensive record-keeping to meet the demands of Awaab's Law and broader housing health and safety obligations.**

Housing Ombudsman investigations underline the need for better access to data in order to properly manage hazards, e.g., in 32% of cases investigated, the Housing Ombudsman recommends that additional training, record keeping and knowledge management improvements are required for SHPs to correctly manage hazards.

Guidance

Awaab's Law: Guidance for social landlords - Timeframes for repairs in the social rented sector

Updated 27 October 2025

Housing
Ombudsman Service

RiskSense: Service Packaging

RiskSense® provides a single, integrated service that supports the full housing risk lifecycle — from early identification of potential hazards through to prioritisation, oversight, and assurance.

We recognise that each Country within Great Britain is implementing laws that require SHPs to correctly identify, investigate, and fix housing hazards at different paces, e.g., the Welsh Housing Quality Standard (WHQS) Hazard Response Rule came into effect 1st April 2026; and the Investigation and Commencement of Repair (Scotland) Regulations 2026 is currently focused on Damp & Mould; whilst the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 will phase obligations for SHPs to manage various hazards between October 2026 & 2027. Mobysoft has therefore structured its compliance service to reflect the phased approach within each Country of Great Britain.

RiskSense’s capability to track and manage hazards, deliver pre-emptive prevention and provide effective cost control are further explored overleaf.

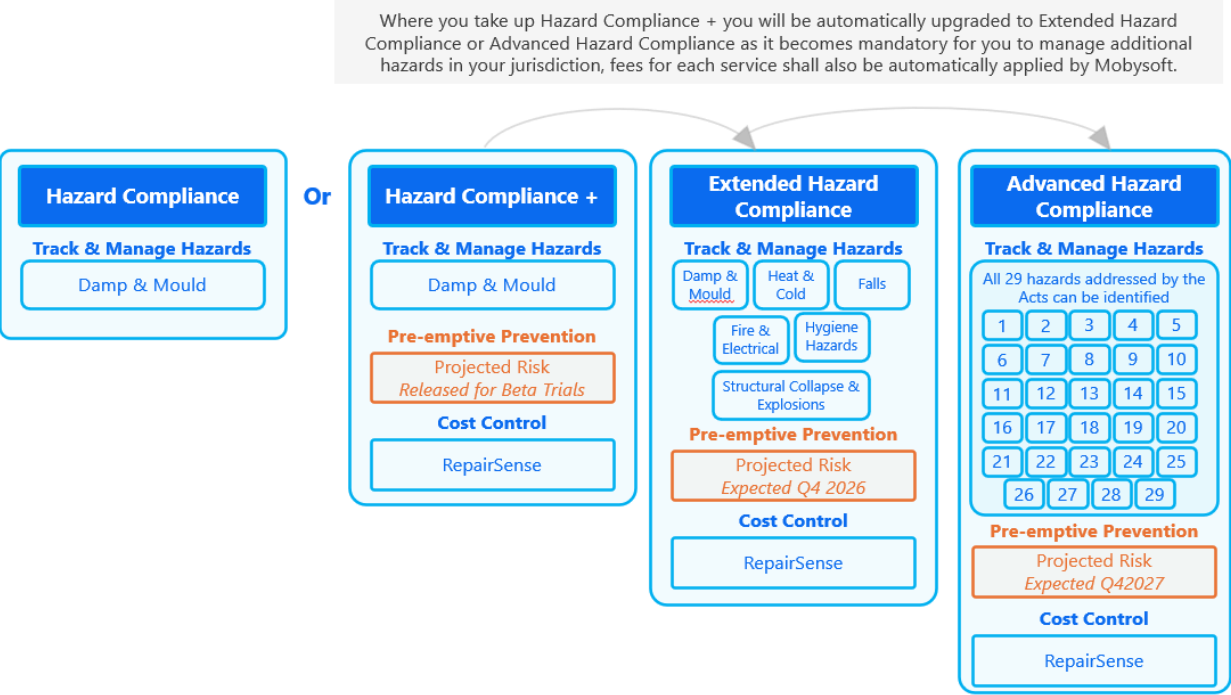


Figure 1: RiskSense Service Packages

RiskSense can be implemented inline with the jurisdictional requirements of the SHP.

Track & Manage Hazards: Evidence Compliance with Hazard response standards and regulations

The requirement for proper tracking of response times in complaint handling directly intersects with hazard compliance in housing, including statutory health and safety obligations. SHPs therefore require a foundation of accurate, complete and up-to-date data to effectively manage compliance with Hazard response standards and regulations.

RiskSense integrates with existing housing and asset management systems to understand hazards across your housing portfolio. Data is used to provide dashboards that give teams visibility of current and emerging risks across your housing stock. This enables you to:

- Apply a consistent, data-led method for identifying and prioritising risk
- Provide clear, consistent views of risk for frontline teams, managers, and senior leaders

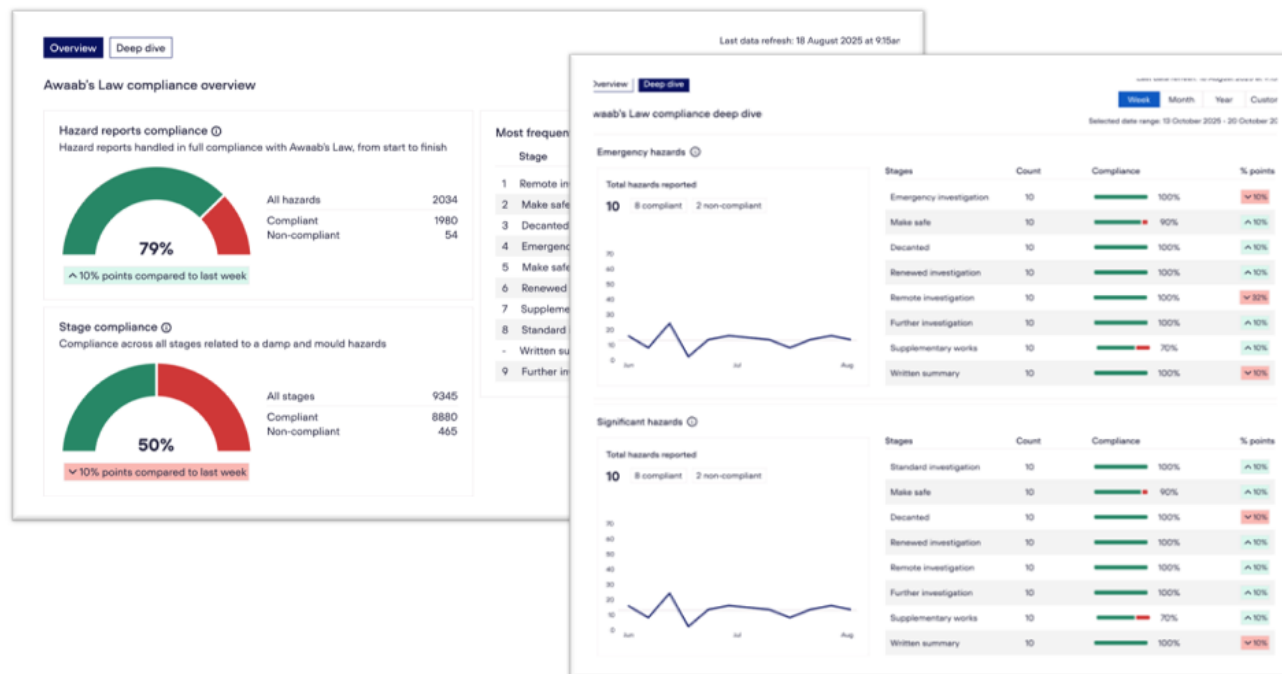


Figure 2: Track & Manage Hazards with RiskSense
RiskSense enables you to evidence Compliance with Hazard response standards and regulations.

- Prioritise cases based on severity, resident and potential impact.
- Support timely, preventative intervention and inspection planning.
- Maintain transparent audit trails to support regulatory assurance (Housing Ombudsman recommendation).
- Report on your performance against “Investigation” targets for Emergency and Non-Emergency Hazards, as well as “Fix” targets (e.g. 24h/5d/10d/12w targets).

In summary, RiskSense helps organisations protect residents, reduce organisational risk, and strengthen compliance confidence.

Projected Risk: Pre-emptive Hazard Prevention

Projected Risk is an optional module that extends the core RiskSense service by surfacing forward-looking risk indicators based on data patterns and historical trends using Natural Language Processing and Machine Learning. The service enables you to quickly “connect the dots” when investigating Hazards and potential Hazards as directed by the Housing Ombudsman’s Severe Maladministration Report.

AI Damp & Mould Projected Risk Beta

This is a list of your properties that has, based on our proprietary AI model, been augmented with the projected risk of damp and mould at those properties.

As per the latest government guidance on Awaab's Law these projections do not constitute awareness and may be used to support desk research for remote investigations and the scheduling of pre-emptive repairs.

To make the insights better, you can rate each property that's been flagged to confirm if it had damp and mould. You can do this by giving the projection a thumbs up if the insight was correct or a thumbs down if it wasn't.

Q BN25

ExportSort byFilter

Ref	Property	D&M AI Projected Risk	Correct projection?	Repair status	Projection confirmed?	Confirmed by	Last updated
ID1234	32 Parkside Road, Seaford, East Sussex, BN25 3NX	High		Scheduled	✓ Correct	User	17 October 2025
ID1234	52b De Montford Road, Ealing, London, W41 1AB	Low		No job raised	✗ Incorrect	User	15 October 2025
ID1234	32 Parkside Road, Seaford, BN25 3NX	Medium		Completed	✓ Correct	System	15 October 2025

Projected Risk is an optional module that extends the core RiskSense service by surfacing forward-looking risk indicators based on data patterns and historical trends.

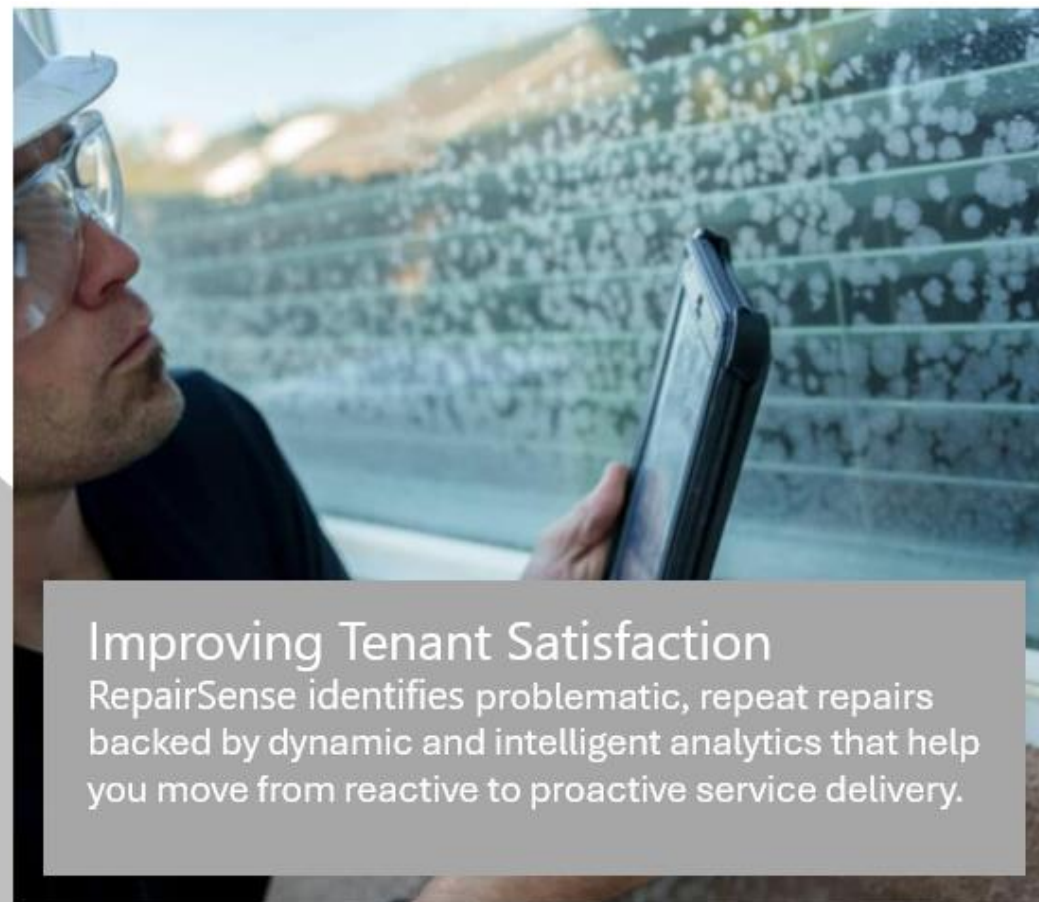
At the core of Projected Risk is a modelling capability that identifies properties at heightened risk of hazards such as damp and mould. It brings together repairs' history, property characteristics, tenancy information, and environmental indicators to surface emerging risks before they escalate into serious disrepair, complaints, or regulatory breaches.

RepairSense: Apply Cost Control when addressing Hazards

The RepairSense service included in Hazard Compliance, Extended Hazard Compliance, and Advanced Hazard Compliance packages supports social landlords to identify repeat repair risk, understand root causes, and maintain oversight of repairs quality, and customer impact across their organisation.

Also independently published to G-Cloud 15, RepairSense provides you the capability required to:

- Identify repairs at increased risk of becoming repeat jobs.
- Highlight recurring issues across properties, components, job types, and contractors



Improving Tenant Satisfaction

RepairSense identifies problematic, repeat repairs backed by dynamic and intelligent analytics that help you move from reactive to proactive service delivery.

- Understand underlying drivers of repeat repairs, including diagnostic and first time-fix issues
- Provide clear, consistent views of repairs performance for frontline teams, managers, and senior leaders
- Target improvement activity, training, and quality interventions where they will have the greatest impact
- Monitor repeat repair trends and emerging issues over time

RepairSense delivers proven results:



"Since Karbon has gone live with RepairSense we have reduced our repeater rate by 36% which is a significant reduction having only been live for a couple of months... it is delivering these tangible benefits and measuring quality of work. Now trade colleagues are really conscious of the quality of their work and not the speed at which they work.

Karbon Homes

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.

03 Implementation

Accelerating time to value

3. Implementation: Accelerating time to value

We will form a joint project team with you to implement RiskSense 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 RiskSense.
- Once technical requirements are understood we will **Provision RiskSense** and **Configure RiskSense** 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.

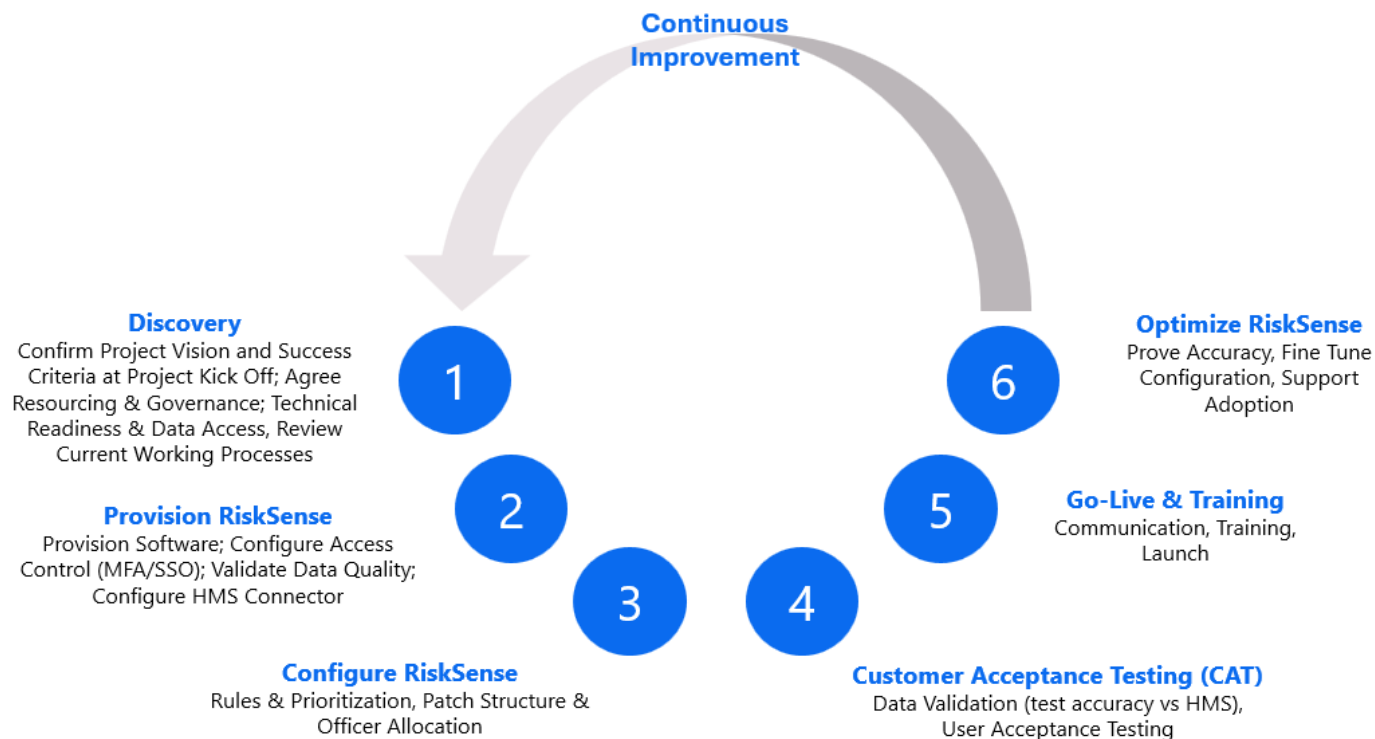


Figure 3: Proven Implementation Methodology

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 RiskSense](#). 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

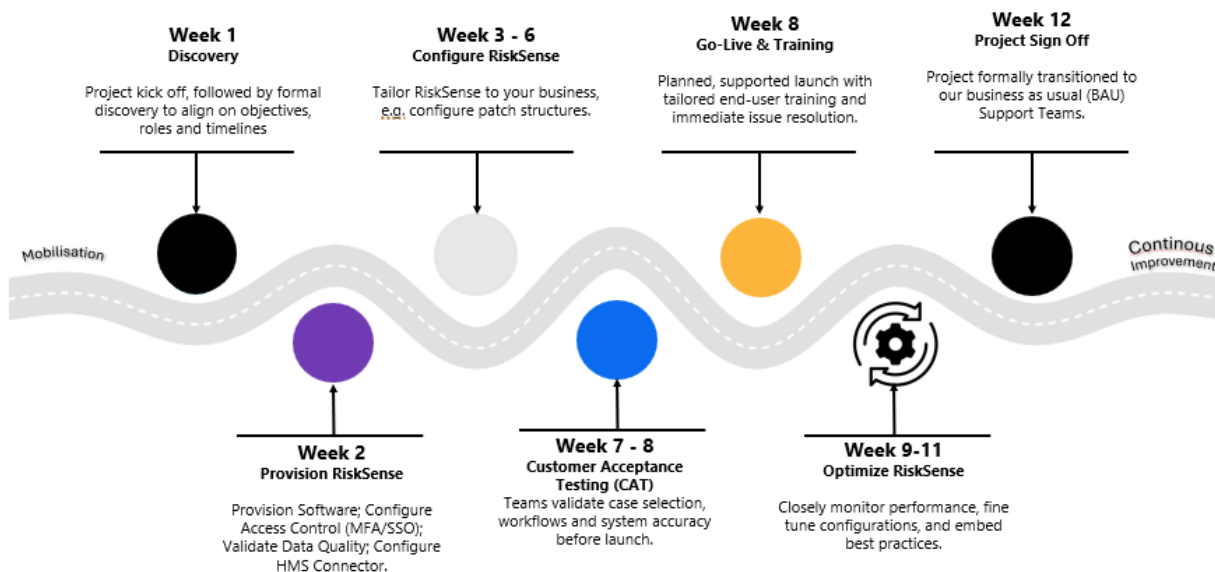


Figure 4: Typical Implementation Plan

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



mobysoft

04 Customer Success Sustainable value

4. 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.

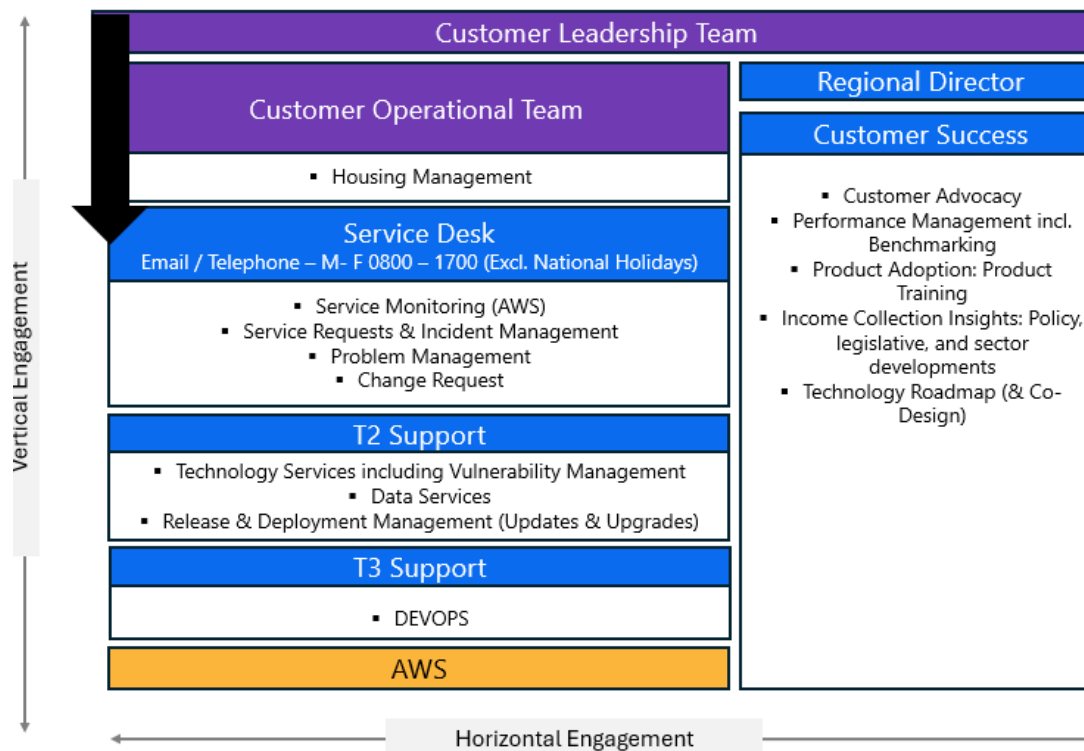


Figure 5: Delivering High Performance Income Management Services
Our Service Model is aligned to the Blueprint of the Service Desk Institute Global Best Practice to drive availability, adoption, and income management performance.

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 RiskSense.

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:

- [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
- [RepairSense®](#). An analytics solution that helps social landlords understand, forecast and manage repairs demand and performance, enabling more proactive and efficient repairs services

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), RiskSense® 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 RiskSense® 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:

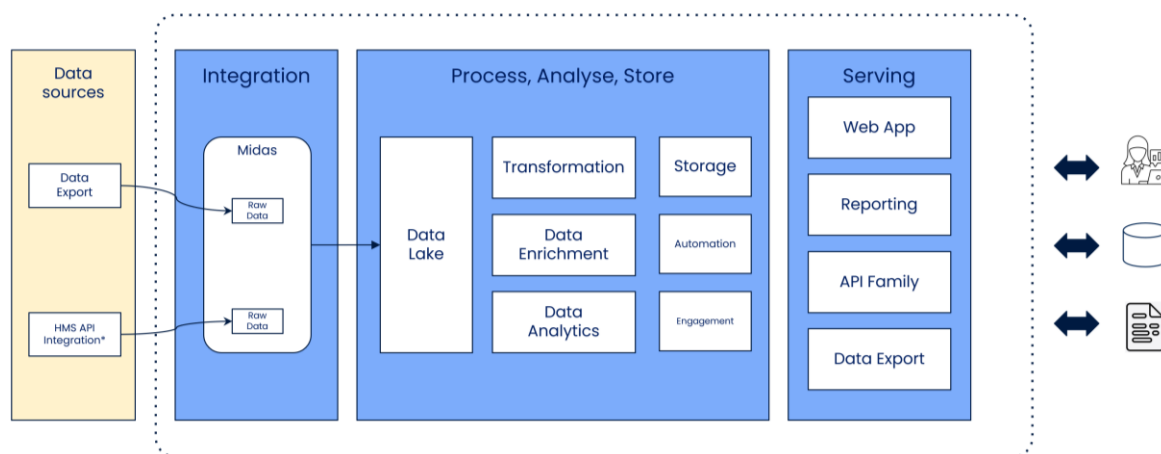


Figure 6: Service Architecture

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 RiskSense® 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 RiskSense® 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 RiskSense® caseloads via a web portal. All modern web browsers are supported (Chrome, Edge, Safari, etc.).

MIDAS Data Extraction Server

RiskSense 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 RiskSense. 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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