

TheHomeUserGuide™

Service Definition Document

The Home User Guide

Service Definition Document

This document is effective from 8th January 2026

TheHomeUserGuide™ – Service Definition Document

1. Service Overview

The Home User Guide™ (HUG) is a cloud-based Software-as-a-Service (SaaS) platform designed to provide housing providers and their residents with a single, intuitive digital companion for the home. The service delivers a centralised, property-specific information hub that replaces traditional paper-based moving-in packs with an accessible mobile and web application.

TheHomeUserGuide™ is designed for use across housing associations, affordable housing providers, purpose-built student accommodation (PBSA), social housing, and private rental portfolios. It enables providers to deliver a consistent, high-quality service to tenants and residents by ensuring essential home information is always available, up to date, and easy to understand.

The platform brings together homeowner manuals, warranties, safety information, video guides, asset records, and operational guidance into one secure location. By digitising these materials, TheHomeUserGuide™ improves resident satisfaction, reduces customer support calls, and enables faster, more efficient handovers.

Digital Home User Guides provide a more environmentally sustainable and ESG-aligned alternative to printed documentation, significantly reducing paper usage and associated carbon footprint while supporting modern, digital-first housing services.

TheHomeUserGuide™ is also available in multiple languages.

2. Service Scope

The Home User Guide™ delivers a digital home information platform that supports residential handover, occupancy, and ongoing home management. The service includes secure data storage, content management, dashboards, visualisation tools, and mobile access via an intuitive app interface.

TheHomeUserGuide™ is used by housing providers to replace traditional moving-in packs with a digital, multi-lingual, and accessible alternative. The platform supports digital manuals, warranties, video tutorials, customer support details, compliance documentation, and resident communications.

The service enables housing providers to educate residents on how to run and maintain a healthy home. This includes guidance on ventilation, condensation, damp, and mould awareness, supporting proactive engagement with tenants and helping providers demonstrate compliance with Awaab's Law.

Residents can manage operational information such as energy usage, invoices, receipts, and maintenance records. Interactive dashboards provide visibility into home performance and usage, while intelligent search allows users to quickly locate guidance, manuals, and help content.

TheHomeUserGuide™ is delivered as a fully managed service, including hosting, monitoring, backups, security controls, and platform maintenance.

3. Key Functional Capabilities

The Home User Guide provides the following core functional capabilities:

- A digital home user guide accessible via mobile devices and web applications
- A digital alternative to traditional moving-in packs, improving efficiency and consistency
- Centralised access to homeowner manuals, warranties, video tutorials, and help guides
- Intelligent search across home documentation and guidance content
- Interactive dashboards for monitoring energy usage and home-related information
- Resident education content to support healthy home operation, including damp and mould prevention
- Asset and inventory management, including user-defined tagging of household items
- The ability for residents to upload receipts, invoices, and personal records
- Issue and snag reporting directly from the app, reducing customer support calls
- Visual building information, including 3D models that allow users to view hidden services such as wiring and plumbing
- Community and notification features for announcements, updates, and engagement
- Integration with external data sources such as local information, transport updates, and weather
- Support for in-app services, consumables, and local offerings where enabled
- Multi-lingual content support to serve diverse resident communities

These capabilities can be deployed individually or in combination, depending on customer and property requirements.

4. Service Architecture

The Home User Guide is hosted within UK regions and delivered using a secure, scalable cloud architecture. Property and user data is logically segregated using role-based access control and cloud-native isolation mechanisms.

The service is accessed through mobile applications and web interfaces, requiring no specialist hardware or software. The platform is designed to scale across individual homes, residential blocks, or entire housing portfolios.

5. Data Management

TheHomeUserGuide™ supports structured and unstructured data, including documents, images, videos, and property records. Data is stored and processed within UK-based data centres.

Housing providers and residents retain control over their data and can update or export information where permitted. Data retention, backup, and deletion processes are defined, auditable, and aligned with operational and regulatory requirements.

6. Security Controls and Accessibility

The Home User Guide implements layered security controls covering identity, access management, network protection, encryption, monitoring, and incident handling. Data in transit is encrypted, and access to management interfaces is restricted to authorised users using least-privilege principles.

Security monitoring and logging are in place to detect unauthorised access or anomalous behaviour. The service is designed to protect resident data while ensuring ease of access for intended users.

TheHomeUserGuide™ is designed to be inclusive and accessible. The platform supports recognised accessibility standards and provides options to assist users with visual, cognitive, or motor impairments, supporting compliance with disability and accessibility legislation.

7. Availability and Resilience

TheHomeUserGuide™ is designed for high availability using managed cloud infrastructure and redundant services. Automated backups and recovery processes are implemented and tested periodically.

Service availability is continuously monitored, and resilience measures are reviewed and enhanced as the platform evolves. The service targets high availability, subject to underlying cloud provider dependencies and planned maintenance.

8. Service Management and Support

The Home User Guide is supported through a defined service management model covering incident management, change management, and user support. Support is available via email and phone during service hours.

Incidents are logged, prioritised, and resolved in line with service levels. Planned changes are managed through a controlled change process and communicated where service impact is expected.

9. Onboarding and Offboarding

Onboarding includes initial configuration, content setup, and guidance for housing providers on managing and maintaining home information. Training materials and documentation are provided to support adoption.

At the end of the service term, customers may export their data in agreed formats. Data is retained and deleted in accordance with defined retention schedules.

10. Service Constraints and Dependencies

The Home User Guide requires supported mobile devices and web browsers as specified in the service description. Service availability and performance are dependent on underlying cloud infrastructure. Integration with third-party data sources may require additional configuration.

11. Compliance and Standards

TheHomeUserGuide™ aligns with recognised cloud security, accessibility, and operational best practices. Policies and processes are reviewed periodically to ensure continued suitability and compliance with relevant standards.

12. Service Evolution

The Home User Guide™ is actively developed and enhanced in response to user feedback, regulatory change, and technological advances. Updates and improvements are delivered through controlled release processes to ensure continuity and stability for users.