

Metastreet - Service Definition



Overview of the Service

Metastreet provides a comprehensive, end-to-end **private rented sector regulation and licensing platform**, supporting the full lifecycle of housing regulation, enforcement, inspection, intelligence, and compliance. The service combines case management, property licensing, HHSRS hazard assessment, mobile inspection, data analytics, and AI-enabled intelligence within a single secure cloud platform.

Metastreet is designed and built by experienced housing and environmental health practitioners, ensuring workflows reflect real operational practice while reducing administrative burden and improving regulatory outcomes.

Configurable

The user interface is designed in line with **GOV.UK Service Design and Accessibility Standards**, ensuring accessibility, usability, and inclusion. The platform uses a responsive layout, optimised for desktop, tablet, and mobile devices.

Councils can fully brand the service, including:

- Logo and favicon
- Corporate colour palette
- Custom domain (CNAME / URL)

This allows Metastreet to integrate seamlessly into existing council websites and digital services.

Out-of-the-box or fully integrated

Metastreet can be deployed immediately as a complete out-of-the-box solution or integrated into existing council ecosystems.

Core capabilities include:

- Integrated address lookup and validation using the Local Land and Property Gazetteer (LLPG)
- Built-in payment processing with refunds and reconciliation
- Elasticsearch-powered public registers

The platform supports **API-based integration** with third-party systems, including alternative payment providers and Single Sign-On (SSO). Individual modules can be replaced or extended without compromising the core platform.

Secure, scalable, cloud-hosted architecture

Metastreet is delivered as a secure SaaS platform hosted on **Amazon Web Services (AWS UK)**. The system is built on a modern, API-first architecture with elastic scaling to support variable demand.

Key features include:

- Encryption of all data at rest and in transit
- Role-based access control and audit logging
- Continuous integration and automated testing
- Regular independent penetration testing
- High availability across multiple availability zones

The platform is designed to meet UK public-sector security and resilience expectations.

Case management and enforcement

Metastreet supports both **reactive and proactive regulatory cases**, including enforcement action and legal outcomes.

Capabilities include:

- Creation, service, tracking, and monitoring of notices and orders
- Email service of notices to multiple parties
- Automated reminders and progress tracking
- Digital landlord responses, evidence submission, and compliance reporting
- Recording and monitoring of legal actions and outcomes

Tenants can report disrepair via online forms, upload images and documents, and receive automated prioritisation based on configurable risk rules.

Communications and templates

Council users can:

- Generate letters and emails directly within the system
- Use standardised templates to ensure consistency
- Record offline communications (calls, emails, meetings)
- Send documents to integrated print services

Landlords and tenants can securely submit follow-up information and evidence via online forms that update cases automatically.

HHSRS hazard assessment

Metastreet supports full **HHSRS assessment and management**, including:

- Hazard scoring and recording
 - Generation of inspection and hazard reports
 - Digital landlord responses with supporting evidence
 - Ongoing monitoring of remediation and outcomes
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Licensing automation and intelligence

Metastreet delivers fully automated **property licensing workflows**, including:

- Real-time licence type identification
- Validation of application data
- End-to-end application processing and granting
- ElasticSearch-powered public registers

Workflows are designed to significantly reduce processing time and error rates.

Licence audit and specialist modules

Additional modules include:

- Licence Audit Module for document and compliance checks

- Section 257 processing with compliant questionnaires and workflows
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Team management and scheduling

Managers benefit from dashboards and workload tools to:

- Monitor officer workloads
- Track application and case lifecycle status
- Automatically generate tasks and reminders

When paired with the Inspector App, this extends to inspection scheduling and field resource management.

Landlord-focused portals

The landlord portal supports both individual and portfolio landlords, enabling:

- Tracking of applications and licences
- Multiple and combined payments
- Document access and downloads
- Variations, renewals, cancellations, and representations

Bulk processing features reduce friction for large portfolios and agents.

Integrated payments

Metastreet integrates with secure PCI-DSS compliant payment providers. The platform does not store card details.

Features include:

- Split payments (including Hemmings compliance)
- Continuous payment authority
- Refunds, discounts, and enforcement fees
- Bypass codes for invoice or BACS payments
- Detailed reconciliation and reporting

Mobile working and Inspector App

All Metastreet services support remote working.

The **Inspector App** enables officers to:

- Work online or offline
- Verify application data on site
- Capture photos, videos, notes, and hazards
- Build schedules of works in real time

Inspection data synchronises automatically with the core system, eliminating duplicate data entry.

Tenure Intelligence

The Tenure Intelligence interface combines AI and housing data to:

- Identify tenure types
 - Predict unlicensed and high-risk properties
 - Target non-compliance efficiently
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Reporting, APIs, and data access

Metastreet provides:

- Real-time dashboards
- Flexible reporting with CSV export
- API access for data integration

API documentation is available at:

<https://developers.metastreet.co.uk/#introduction>

Support model, prioritisation, and service levels

Metastreet provides structured after-sales support designed to align operational impact with response and resolution priorities.

Support ticket prioritisation

Support requests are categorised using clear, impact-based priority rules to ensure issues affecting service delivery are addressed appropriately:

- **P0 – Site Down**
The service is unavailable or inaccessible to all users.
- **P1 – Customer Blocked**
External users (for example landlords or applicants) are unable to submit an application or complete a required action.
- **P2 – Council Staff Blocked**
Council users are unable to carry out required operational tasks within the system.
- **P3 – Issue, but no user blocked**
The system remains usable, but an issue exists (for example ordering, display, or non-blocking behaviour).

This prioritisation model ensures support effort is focused on issues with the greatest operational and customer impact. It also improves the likelihood that root causes are identified and resolved before further related tickets arise, reducing overall support demand and improving customer satisfaction.

Service level targets

Resolution targets are aligned to the priority definitions above and are designed to be realistic, transparent, and proportionate:

- **P0 – Site Down:** 1 working day
- **P1 – Customer Blocked:** 10 working days
- **P2 – Council Staff Blocked:** 30 working days
- **P3 – Non-blocking Issue:** 90 working days

Support performance is monitored and reviewed to ensure continued alignment with customer expectations and service needs.

Ongoing support

- Support is provided during published support hours.
- Issues are logged, tracked, and prioritised in line with the framework above.
- Customers are kept informed of progress where appropriate.
- Recurring or systemic issues are reviewed to prevent repeat incidents.
- Resolution targets are subject to complexity, dependencies, and customer responsiveness.

Service operations, resilience, and exit management

Data backup and restore

Metastreet data is backed up automatically using secure, encrypted backup processes. Backups are taken on a regular schedule and retained in line with documented retention policies. Backup and restore procedures are tested periodically to ensure data can be recovered if required.

Disaster recovery and business continuity

Metastreet operates defined Business Continuity and Disaster Recovery plans. The service is hosted on resilient cloud infrastructure designed to minimise service disruption and support recovery in the event of a major incident. Recovery objectives are documented and reviewed to ensure continued service availability.

Availability and resilience

The service is designed for high availability using resilient cloud architecture. Service health and performance are monitored, and appropriate action is taken in response to incidents or degradation. Planned maintenance is scheduled to minimise impact on service users.

Outage and maintenance management

- Planned maintenance is communicated in advance where possible.
- Emergency maintenance may be undertaken where required to protect service security or stability.
- Significant incidents are managed through defined incident processes, including customer communication where appropriate.

Hosting and data residency

Metastreet is hosted in secure UK-based cloud data centres. All customer data is stored and processed within the UK. The hosting environment is designed to meet UK public-sector security, resilience, and data protection expectations.

Access to data and service exit

Customers retain ownership of all data held within Metastreet.

On exit:

- Data can be exported in commonly used, structured formats.
- Support is provided to assist with data extraction where required.
- Data is securely deleted after service exit, in line with contractual terms, retention policies, and legal obligations.

Metastreet does not use technical lock-in mechanisms that prevent customers from accessing or retrieving their data.

Security management

Metastreet applies layered security controls aligned with recognised good practice, including:

- Encryption of data in transit and at rest
- Role-based access controls
- Audit logging of user activity
- Multi-factor authentication for privileged access
- Regular security reviews and independent testing

Data protection obligations are met in accordance with UK GDPR and applicable legislation.

Service constraints

The service is configurable within supported parameters but is not fully bespoke. Configuration options include workflows, statuses, templates, user roles, and branding. Custom development outside supported configuration may not be available or may require separate agreement.

Technical requirements

- Access via modern web browsers
- Internet connectivity required
- No local software installation required
- Supported mobile devices required for mobile inspection functionality