



Platform, App and Services

True Compliance is a UK software company providing comprehensive compliance solutions designed specifically for Registered Social Landlords (RSLs). Its solutions enable housing providers to proactively manage building compliance through streamlined, automated processes that reduce administrative burden and enhance resident safety. True Compliance delivers end-to-end efficiency—from certificate creation to action management and reporting.

Service Overview:

True Compliance Platform

True Compliance serves as a centralised, cloud-based compliance management system developed to manage, monitor, and control organisational risk across all compliance streams.

Key Features:

- **Data Extraction:** Automatically reads, interprets, and extracts key information from certificates, inspections, and records. This eliminates manual data entry and ensures high accuracy.
- **Workflow Management:** Workflows within True Compliance are configurable and can be tailored to organisational processes.
- **Real-Time Dashboards & Reports:** Provides customisable dashboards & reports to monitor compliance performance and risk in real-time.
- **User Access Control:** Role-based permissions allow administrators, users, and third parties to access only the data relevant to them.
- **Data Backup & Extraction:** Users can export or back up all records on demand.

TC Go (Mobile App)

TC Go allows users to efficiently create and submit on-site certificates using a mobile device.

Key Features:

- **Onsite Certificate Creation:** Create and submit certificates directly from site, reducing admin time.
- **Pre-Designed & Custom Templates:** Users can generate forms using predefined templates or build their own.
- **Instant Validation:** Certificates are automatically validated against predefined rules before submission, reducing callbacks and errors.
- **Mobile Evidence Capture:** Upload photos, notes, and inspection results using iOS or Android devices.
- **Real-Time Sync with True Compliance:** All submitted data is available within the platform.

Onboarding Support

The onboarding support levels that are available are below:

Support Levels

- Standard Onboarding – Included within the licence fee and designed to help clients onboard their first compliance stream. Subsequent streams will be onboarded by the client.
- TC Plus Enhanced Support Services (ESS) – Provides a dedicated manager, prioritised support, and regular check-ins for organisations requiring additional guidance.
- TC Plus Bespoke Support – A tailored package for clients needing a more personalised or advanced level of support. This support is available on a day rate basis.

Data Backup and Disaster Recovery

- Hosted on AWS London using robust, scalable serverless architecture.
- Continuous database replication and nightly snapshots minimise potential data loss.
- Disaster recovery guarantees (depending on the scenario):
 - Max 24 hours potential data loss.
 - Database recovery within 2 hours.
 - No more than 10 minutes of transactional data loss.
- Secure UK-Based Hosting: All data is stored on secure UK infrastructure, certified to STAR Level 1.
- 99.9% uptime SLA supported by full business continuity processes.

Offboarding Support

When a contract ends, clients will be provided with all their data. Once the client confirms receipt of all required information, their account is securely deleted. There is no offboarding cost.

Service Constraints

- Occasional maintenance windows outside normal business hours.
- Compliance rules are configurable, but core system workflows cannot be fundamentally altered.
- TC Go requires a compatible device running Android 7.0 or later, or iOS 13 or later.



Service Levels

True Compliance provides the following service levels to ensure reliable system performance, high availability, and responsive support. Full details, including response times and severity definitions, are available in the separate Service Level Agreement (SLA).

- **Availability:** The True Compliance platform is accessible 24/7 with a 99.9% uptime commitment, excluding planned maintenance. Uptime calculations and system coverage are defined in the SLA.
- **Performance:** The system undergoes continuous monitoring to ensure stable and responsive operation. Performance expectations, including upload times and responsiveness targets, are detailed within the SLA.
- **Support Hours:** Standard support is available during business hours (9:00am–5:30pm), Monday to Friday. Out-of-hours support is available for critical incidents. Response and resolution times vary by severity and are described fully in the SLA.

After-Sales Support

- The level of support provided depends on the support package selected by the client.
- All clients will receive support through email, live chat, or the ticketing system.
- Knowledge-base articles and a Learning Management System (LMS) are available to help clients become familiar with True Compliance and TC Go.

Technical Requirements

- Internet access required.
- True Compliance supported browsers: Chrome, Edge, Safari, Firefox.
- TC Go is supported on iOS & Android.

Outage and Maintenance Management

- Planned maintenance communicated via email and platform notifications.
- Unplanned outages follow incident management processes with full root cause analysis.

Hosting Options and Locations

- Hosted exclusively on AWS in London, UK.
- High-availability architecture with regional failover support.

Access to Data

- Users can export all compliance records, certificates, and evidence on demand.
- Secure extraction during system offboarding.

Security

- Cyber Essentials accreditation.
 - Cyber Essentials Plus accreditation.
 - Encryption at rest and in transit.
 - Strict role-based access controls.
 - Regular penetration testing, audits, and ongoing security monitoring.
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