

FoundationLink™

Data Platform Accelerator for Social Housing

Solution Overview & Commercial Terms

G-Cloud 15

Version 1.0 | January 2026

Contents

Contents	2
1. Executive Summary	3
1.1 Why FoundationLink™	3
1.2 How We Engage.....	3
2. The Data Challenge in Social Housing	4
2.1 Common Challenges	4
2.2 The Cost of Inaction	4
3. FoundationLink™ Solution Overview.....	5
3.1 What We Provide.....	5
3.2 What You Provide.....	5
3.3 Supported Platforms	5
4. Architecture & Technology	6
4.1 Medallion Architecture	6
4.2 SQL-First Semantic Layer	6
4.3 Core and Custom Layer Separation.....	6
5. Business Domains	7
5.1 Domain Overview	7
5.2 Domain Complexity	7
6. Delivery Model	8

1. Executive Summary

FoundationLink™ is a pre-built data platform accelerator designed specifically for UK social housing organisations. It compresses typical data platform build timelines from many months down to a couple of months or weeks by deploying proven, sector-specific components onto your own cloud infrastructure.

Unlike traditional SaaS products, FoundationLink™ deploys into your environment. You own your data, your infrastructure, and your future. There is no vendor lock-in, no per-property pricing that scales with your stock, and no dependency on external systems for your critical regulatory reporting.

1.1 Why FoundationLink™

- **Rapid Deployment:** Production-ready data platform in weeks, not months
- **You Own It:** Deployed in your cloud, no vendor dependency for day-to-day operations
- **Sector Expertise:** Pre-built for social housing with template views for TSM metrics, HACT standards, and Awaab's Law compliance
- **Multi-Cloud Choice:** Runs on Databricks (Azure/AWS/GCP) or Microsoft Fabric
- **Predictable Costs:** Fixed annual licence, no per-property or per-user scaling

1.2 How We Engage

Every engagement begins with a paid Discovery phase that assesses your data landscape and confirms MVP scope. This de-risks delivery by ensuring we understand your source systems, data quality, and specific requirements before committing to platform build timelines and investment.

Following Discovery, we deploy FoundationLink™ domain by domain, starting with your highest priority business need, whether that is TSM compliance, repairs performance, or income management. Additional domains can be added over time as your platform matures.

2. The Data Challenge in Social Housing

UK housing associations face an unprecedented convergence of regulatory pressure, operational complexity, and data fragmentation. The Regulator of Social Housing now requires transparent performance reporting through TSM metrics. Awaab's Law demands proactive identification of damp and mould risks. The Building Safety Act requires comprehensive asset data. Yet most organisations struggle to answer even basic questions about their stock and tenants.

2.1 Common Challenges

- **Data silos:** Housing management, repairs, assets, finance, and CRM systems hold fragmented views of the same properties and tenants
- **Manual reporting:** TSM submissions require weeks of spreadsheet wrangling and reconciliation
- **No single source of truth:** Different departments report different numbers for the same metrics
- **Reactive operations:** Unable to identify at-risk tenancies, predict component failures, or optimise contractor performance
- **Bespoke builds take too long:** Traditional data warehouse projects take many months and frequently fail to deliver business value

2.2 The Cost of Inaction

Organisations without integrated data capabilities face regulatory risk from unreliable TSM submissions, operational inefficiency from manual reporting processes, strategic blindness from inability to model investment scenarios, and reputational exposure from failure to identify damp, mould, and safety risks proactively.

FoundationLink™ addresses these challenges by providing a pre-built, sector-specific data platform that can be deployed rapidly onto your own infrastructure.

3. FoundationLink™ Solution Overview

FoundationLink™ is licensed intellectual property deployed via professional services into your own cloud environment. This is not a hosted SaaS solution and is only available with implementation services. You control your infrastructure, your data, and your costs.

3.1 What We Provide

- The FoundationLink™ accelerator codebase: data models, ingestion pipelines, transformation logic, and semantic layer
- Deployment and configuration services to connect your source systems
- Template views for TSM regulatory metrics, Awaab's Law indicators, and compliance reporting as starting points with standard logic
- Sample Power BI dashboards for each business domain
- Knowledge transfer and comprehensive documentation
- Ongoing support and platform enhancements via Managed Services

3.2 What You Provide

- Your cloud subscription (Azure, AWS, or GCP)
- Databricks workspace or Microsoft Fabric capacity
- Access to source systems for integration (APIs, database connections, or file exports)
- Subject matter experts for requirements validation and UAT

3.3 Supported Platforms

Platform	Cloud Providers	Notes
Databricks	Azure, AWS, GCP	Full feature parity across clouds
Microsoft Fabric	Azure only	Native Microsoft integration

4. Architecture & Technology

4.1 Medallion Architecture

FoundationLink™ implements the industry-standard medallion architecture pattern, organising data into three progressive layers that transform raw source data into business-ready analytics.

Layer	Purpose	Contents
Bronze	Raw ingestion layer preserving source data exactly as received	Full history, audit trail, source system snapshots
Silver	Cleansed, conformed, and deduplicated data with standard schemas	Validated records, standardised codes, master data
Gold	Business-ready data optimised for analytics and reporting	Fact tables, dimensions, KPI views, template regulatory metrics

4.2 SQL-First Semantic Layer

All business logic in FoundationLink™ resides in SQL views at the Gold layer, not embedded in BI tools. This architectural decision provides significant benefits:

- **BI tool independence:** Switch from Power BI to Tableau or any other tool without recreating business logic
- **Auditability:** Every calculation is documented, version-controlled, and traceable
- **In-house flexibility:** Your team can extend and modify views using standard SQL skills
- **Consistent definitions:** A void is a void across every report and dashboard

Regulatory views for TSM metrics, Awaab's Law indicators, and compliance reporting are provided as starting templates with standard logic. These templates are refined during implementation to align with your specific data structures, business rules, and reporting requirements.

4.3 Core and Custom Layer Separation

FoundationLink™ implements strict separation between LASHAN-owned accelerator code (Core layer) and client-specific customisations (Custom layer). This protects intellectual property, enables seamless upgrades, and provides clear ownership boundaries.

Layer	Ownership	Purpose	Client Access
Core	LASHAN Digital	Base models, pipelines, views	Read-only
Custom-ReadOnly	LASHAN Digital	Client-specific configuration	Read-only
Custom	Client	Client extensions	Full control

5. Business Domains

FoundationLink™ organises data and analytics capabilities by business domain. Each domain delivers specific reporting and analytics outcomes aligned to operational and regulatory needs. This approach means you invest in business outcomes, not technical components.

5.1 Domain Overview

Domain	What It Covers	Typical Sources
Compliance & Regulatory	TSM metrics, Awaab's Law, Building Safety Act, damp & mould, EPC ratings	HMS, Repairs, Assets, Complaints
Repairs & Maintenance	Responsive repairs, voids repairs, contractor performance, SLA compliance	Repairs system, HMS, Contractor portal
Asset Management	Stock condition, component lifecycle, investment planning, survey data	Asset system, Stock condition DB, HMS
Income & Arrears	Rent collection, current/former tenant arrears, payment patterns	HMS, Finance system
Tenancy & Lettings	Allocations, voids turnaround, tenancy sustainment, eviction tracking	HMS, Allocations system
Customer Experience	Complaints handling, tenant satisfaction (TSM), service requests	HMS, CRM, Complaints system
Finance & VFM	Cost per property, unit costs, value for money, budget variance	Finance system, HMS, Repairs

5.2 Domain Complexity

Each domain varies in implementation complexity based on the number of source systems involved, data quality challenges, and business rule requirements. Complexity is confirmed during Discovery.

Domain	Typical Complexity	Rationale
Repairs & Maintenance	Standard - Complex	2-3 systems (HMS + repairs + scheduling), SOR mapping
Tenancy & Lettings	Foundation - Standard	Primarily HMS, well-defined processes
Customer Experience	Foundation - Standard	CRM/HMS, complaints log, satisfaction data
Compliance & Regulatory	Standard - Complex	Multiple sources, regulatory precision required

Domain	Typical Complexity	Rationale
Asset Management	Standard - Complex	Multiple sources, survey data, investment models
Income & Arrears	Complex	Finance system, payment matching, arrears rules
Finance & VFM	Complex	Finance core, cost allocation, multiple sources

6. Delivery Model

FoundationLink™ is available exclusively with implementation services. The solution cannot be purchased as a standalone product. Pricing consists of three components: IP Licence (annual right to use), Managed Services (ongoing support and enhancements), and Implementation Services (deployment and configuration). Details are provided within the associated GCloud 15 Pricing Document.

LASHAN Digital Ltd

Enterprise Architecture & Data Platform Specialists
info@lashan.digital | <https://lashan.digital>