

Architecture Services

For Social Housing Organisations

Housing Associations • ALMOs • Local Authority Housing

Enterprise Architecture • Solution Architecture • Technology Architecture
Data Architecture • Business Architecture • AI Strategy

Supporting your transformation journey end-to-end—from business case development through RFP creation, vendor selection, solution blueprint design, and ongoing governance.

LASHAN Digital

Digital & Data Transformation Consultancy and Delivery Partner

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Executive Summary

UK social housing organisations face significant pressure to transform digitally. The Regulator of Social Housing's consumer standards, Building Safety Act compliance, net zero commitments, and rising tenant expectations demand modern digital capabilities. Yet most housing associations and ALMOs lack the internal architecture capability to navigate this complexity effectively.

LASHAN Digital delivers vendor-agnostic architecture services spanning the full spectrum of architecture disciplines—Enterprise Architecture, Solution Architecture, Technology Architecture, Data Architecture, and Business Architecture. Our social housing expertise and sector-specific accelerators enable organisations to establish architecture capability in weeks rather than months.

We support you throughout your entire digital transformation journey—from business case development through RFP creation, vendor selection, solution blueprint design, and ongoing governance.

Core Architecture Capabilities

LASHAN Digital provides the full spectrum of architecture disciplines required to guide digital transformation, each adapted for the unique needs of the social housing sector. Our services are vendor and technology agnostic—we provide independent advice focused on your organisation's needs, not vendor relationships.

Enterprise Architecture

Strategic alignment of business strategy and IT investment. We establish the architectural foundations that enable coherent, governed transformation across your organisation. This includes capability modelling and maturity assessment, target operating model design, architecture roadmaps and transition planning, governance frameworks and architecture principles, and lightweight frameworks and methodologies adapted for housing.

Solution Architecture

Designing solutions for specific business challenges—whether HMS replacement, repairs transformation, compliance management, or tenant portal implementation. Deliverables include solution blueprints and high-level designs, integration patterns and API design, component selection and vendor evaluation, non-functional requirements specification, and migration and transition architecture.

Technology Architecture

Defining the infrastructure, platforms, and technical capabilities that underpin your digital services. This covers cloud strategy and platform selection, productivity and collaboration platform design, integration middleware and API management, security architecture and identity management, and infrastructure patterns and DevOps enablement.

Data Architecture

Establishing the data foundations for analytics, reporting, and AI—aligned with housing sector standards. This includes HACT-aligned data models and standards, master data management and data governance, data platform design and technology selection, medallion architecture patterns, TSM reporting structures and analytics architecture, and data quality frameworks and remediation.

Business Architecture

Bridging strategy and execution through structured analysis of capabilities, processes, and organisational design. This encompasses capability mapping and gap analysis, value stream design and optimisation, process architecture for housing operations, stakeholder mapping and RACI frameworks, and operating model design.

Service Features and Benefits

Discipline	Features	Benefits
Enterprise Architecture	Capability modelling, maturity assessment, target operating model design, architecture roadmaps, governance frameworks, architecture principles, lightweight frameworks and methodologies	Aligned IT investment with business strategy. Clear roadmap for transformation. Reduced duplication and waste. Consistent decision-making through governance. Foundation for coordinated change.
Solution Architecture	Solution blueprints, high-level designs, integration patterns, API design, component selection, vendor evaluation, NFR specification, migration architecture	Solutions that meet business requirements. Reduced implementation risk. Clear technical direction for delivery teams. Informed vendor selection. Smooth transitions from legacy systems.
Technology Architecture	Cloud strategy, platform selection, productivity platform design, integration middleware, API management, security architecture, identity management, infrastructure patterns	Scalable and secure infrastructure. Reduced operational costs through cloud adoption. Integrated systems through middleware. Protected data through security controls. Sustainable platform for growth.
Data Architecture	HACT-aligned data models, master data management, data governance, data platform design, medallion architecture patterns, TSM reporting structures, data quality frameworks	Single source of truth for reporting. Improved data quality. Faster regulatory submissions. Foundation for analytics and AI. Reduced manual data handling.
Business Architecture	Capability mapping, gap analysis, value stream design, process architecture, stakeholder mapping, RACI frameworks, operating model design	Clear understanding of current capabilities. Identified improvement priorities. Optimised processes. Defined roles and responsibilities. Operating model aligned with strategy.

End-to-End Digital Transformation Support

Unlike consultancies that engage at single points in the transformation lifecycle, LASHAN Digital partners with you throughout your entire journey. Our architecture team provides continuity, consistency, and accumulated knowledge from initial concept through to operational capability.

Stage	Architecture Contribution	Your Outcome
Business Case	Current state EA assessment, technology landscape review, capability gap analysis, target architecture vision, investment justification	Funded transformation with clear scope and benefits
RFP Creation	Technical requirements, non-functional specs, integration requirements, evaluation criteria, vendor questionnaires	RFP that attracts quality vendor responses
Vendor Selection	Response evaluation, technical due diligence, reference site visits, proof of concept design, contract negotiation support	Confident vendor selection with managed risk
Solution Blueprint	Target solution architecture, detailed design, security architecture, infrastructure specs, transition roadmap	Clear technical roadmap with defined deliverables
Delivery Governance	Architecture review boards, design authority, technical design decisions, change impact assessment, quality gates	Controlled delivery with architectural integrity
Ongoing Governance	Standards management, technology radar, architecture debt tracking, continuous improvement	Sustained architectural standards post-delivery

Architecture Accelerators: Weeks, Not Months

Traditional architecture engagements take months to establish baseline architecture capability and deliverables. Our sector-specific accelerators across all architecture disciplines compress this timeline:

Accelerator	What's Included	Time Estimated
EA Reference Models	Housing capability maps, target operating model templates, governance	8-12 weeks

	frameworks, architecture principles, methodology adaptations	
Solution Patterns	Integration design patterns, repairs scheduling patterns, compliance workflows, tenant portal designs	8-12 weeks
Technology Blueprints	Cloud landing zones, productivity platform configurations, integration middleware patterns, security reference architectures, API standards	8-12 weeks
Data Architecture Kits	HACT-aligned data models, medallion architecture patterns, TSM reporting structures, data quality frameworks	8-12 weeks
BA Assessment Platform	167 housing capabilities, maturity scoring, value stream templates, stakeholder RACI models	8-12 weeks

Note: All timelines are estimates. Actual timelines will be confirmed following an initial assessment of your organisation's specific context, complexity, and requirements.

Tooling: Business Architecture Assessment Platform

One of our accelerators is the proprietary Business Architecture Assessment Platform—a digital tool used during discovery phases to assess capability maturity, identify gaps, and prioritise improvements. We use this platform as part of our engagements to reduce assessment time and provide consistent, structured outputs. The platform includes:

Dashboard: Maturity scoring across housing domains with benchmark comparison

Assessment: Granular capability scoring across Strategic, Housing, Property, Income, and Corporate domains

Value Streams: Process stages, capability dependencies, and bottleneck identification

Stakeholder Map: RACI responsibilities across housing roles

AI Strategy and Architecture

Our architecture services extend to designing and implementing AI-enabled solutions. For AI initiatives, we follow a structured approach that ensures proper foundations are in place before technology selection:

1. AI Strategy Development: Aligning AI ambitions with business objectives, regulatory requirements, and tenant needs

2. AI Maturity Assessment: Evaluating current capabilities across data, technology, process, and people dimensions

3. AI Governance Framework: Establishing decision-making structures, ethical principles, and standards for responsible AI

4. Data Foundations: Defining data architecture, governance, and quality frameworks to enable AI/ML workloads

5. Integration Architecture: Designing how AI services connect with existing systems and operate within your ecosystem

6. Ongoing AI Governance: Sustaining model performance, bias monitoring, and continuous improvement

Areas of AI Application in Housing:

Compliance Management: Certificate processing, expiry prediction, contractor monitoring. Our SocialComply solution provides AI-assisted compliance management for housing providers.

Repairs & Maintenance: Predictive maintenance, demand forecasting, job scheduling

Income Management: Arrears prediction, intervention prioritisation

Tenant Services: Intelligent chatbots, sentiment analysis, vulnerability identification

Service Delivery Models

Architecture as a Service (AaaS)

Retained architecture capacity across EA, SA, TA, and DA disciplines. Typically 2-4 days/week providing reviews, governance, design authority, and standards management.

Transformation Programme Support

Dedicated architecture teams integrated with your programme—full lifecycle from business case through delivery governance and hyper-care.

Strategic Advisory

Executive-level guidance on digital strategy, technology roadmaps, and board-level architecture reporting.

About LASHAN Digital

LASHAN Digital is a digital and data transformation consultancy and delivery partner specialising in UK social housing. With over 20 years of enterprise architecture experience and sector expertise, we help housing associations and ALMOs navigate complexity, adopt emerging technologies responsibly, and deliver lasting transformation.

Our Expertise: Enterprise Architecture • Solution Architecture • Technology Architecture • Data Architecture • Business Architecture • AI Strategy—all adapted for housing. HACT standards, experience with HMS platforms including MRI, Capita, and iPropertyCloud, with awareness and understanding of other solutions such as Civica and NEC.

Vendor Agnostic: We provide independent, unbiased advice. Our recommendations are based on your organisation's needs, not vendor relationships. We work across all major technology platforms and can support any technology selection process.

Start the Conversation

Ready to establish architecture capability in weeks, not months?

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