



Leading AI & Speech Technology



For voice & digital channels



Uses natural human conversations



Affordable & Easy to set-up



Connects to CCaaS & offers Agent Assist



Integrates with housing applications

Social Housing Providers, how AI & Automation supports new regulations

The UK social housing sector, already subject to extensive regulation, faces two significant new compliance requirements.

Awaab's Law takes effect from October 27th, 2025, while the **Tenant Right to Information Act** becomes mandatory from April 2027. These regulations join the existing Social Housing Regulation Act (2023) to strengthen tenant protections, enhance transparency and improve information accessibility.

Meeting these demanding service standards with manual processes alone is unlikely to deliver the **speed, consistency and availability** that customers expect.

converse360's Assist-Me™ platform addresses this challenge through AI-powered automation that enables secure, conversational, multi-channel self-service with intelligent workflows that integrate directly with existing housing management systems.

AI & Automation for Housing Associations

- **Assist-Me™** integrates with common housing management systems
- The platform supports **modular deployment** – start with repairs or complaints, then scale to information requests or billing
- Offers **measurable ROI** through:
 - Reduced call volumes to your customer contact centre
 - Fewer missed SLAs
 - Lower legal risk and ombudsman cases
 - Higher first-time fix and resolution rates

The Assist-Me Platform for Housing Regulation

Meeting these new regulatory requirements demands strict adherence to statutory deadlines. AI and automation ensures compliance with critical timelines while providing intelligent understanding, response, and triage of incoming reports concerning damp, mould, and other hazards.

The following pages provide a detailed breakdown of requirements for both Awaab's Law and the Tenant Right to Information Act and how Assist-Me can help Social Housing Providers to approach compliance requirements both practically and affordably.

October 2025: Awaab's Law, Compliance by Design

Legal Duty	How Assist-Me™ Helps
Investigate the reported hazard within 14 days	AI Bot triages initial complaint, books an inspection and alerts the repairs team (via chat, email or portal update)
Provide written summary to tenant	Generates and sends summary to tenant via chat, email or portal
Begin work within 7 days	Triggers repair process with contractor and tracks status
Emergency (24-hour) response	Flags high risk issues and automatically escalates to urgent case team via omni-channel alerts
Record keeping & Reporting	Automatically logs every action with timestamps and complete communication history



Assist-Me delivers a comprehensive, timestamped audit trail required by the Regulator for Social Housing which reduces disputes over missed tenant reports, eliminates manual follow-up tasks, and significantly improves tenant trust.

April 2027: Tenants Right to Information (On-demand)

New Duty Requirement	How Assist-Me™ Helps
Provide tenants with housing management information on request	An AI Assistant can answer tenants questions' 24/7 via WhatsApp, website or phone/voice
Provide clear explanations of social landlord policies	An AI Assistant can retrieve relevant documentation and provide explanations in plain language
Support for multiple formats and languages	Simultaneous translations for voice or text



The result is improved self-service, greater tenant transparency and satisfaction, without adding to your caseload.

Let us help you meet regulatory mandates

Housing Associations now face strict legal timelines, growing regulatory scrutiny and higher tenant expectations – all amid resource constraints.

With converse360's Assist-Me™ you can automate your most compliance-critical and labour intensive processes, with an AI assistant that works 24/7 across all channels and which integrates seamlessly with your existing systems.

For more information visit our [Housing Associations Solution page](#).

About converse360

converse360 enables organisations to automate customer and internal processes using conversational and generative AI. This results in more effective customer communication and engagement – listening, responding and transacting – both improving employee productivity and delivering customer satisfaction.