

# The Housing Data Playbook

From Fragmented Silos to  
Confident Compliance.



Book a Housing Data Discovery Workshop

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## The Housing Data Challenge

The housing sector is at a crossroads. Between the evolving demands of the Building Safety Act, ambitious net-zero de-carbonisation targets, and the constant pressure to improve tenant satisfaction, your data is being asked to perform at an unprecedented level.

Alongside these operational pressures, housing organisations are also navigating a rapidly evolving regulatory landscape. The **Building Safety Act** has introduced new expectations around transparency and accountability, while EPC improvement targets are accelerating the need for long-term decarbonisation planning across housing portfolios. At the same time, regulatory reporting expectations continue to increase, requiring housing associations to demonstrate clearer oversight of compliance, asset condition and operational performance.

But for most Housing Associations, the reality is a "data graveyard." Information is scattered across legacy housing management systems, isolated Excel sheets, and third-party repairs logs. When your data is fragmented, your visibility is delayed. And in a regulatory environment where "good enough" is no longer an option, delayed visibility is a high-stakes risk.

**This playbook isn't about buying another software tool. It's about building a foundation. We've spent the last six years helping organisations move from being 'data-heavy' where teams are overwhelmed by numbers, to being "insight-led," where data actively drives safer, more efficient homes.**



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## Why Fragmented Systems Create Risk

Most Housing Associations don't have a lack of data; they have a lack of connection. When your departments operate in silos, your data does too. This "disconnect" creates a manual burden that drains your team's time and obscures your operational truth.

For example, housing associations often hold years of compliance certificates across PDFs, contractor systems and shared drives. Electrical Installation Condition Reports, gas safety records and other compliance documents frequently exist in inconsistent formats.

Addresses may not match property records, and remedial works are often tracked separately. This makes it difficult to maintain a clear, real-time view of compliance exposure across the housing portfolio.

### The Compliance Blind Spot

If your Asset Management data doesn't communicate in real-time with your Compliance logs, your "single source of truth" for gas or fire safety is only as accurate as the last manual export.

### The Reporting Treadmill

We see highly skilled teams spending days every month manually "twisting and mangling" datasets for board reports. This isn't just inefficient; it's a talent drain. Your experts should be analysing trends, not cleaning spreadsheets.

### The Proactive Gap

Without a connected and structured view of data, organisations struggle to move from reactive reporting to proactive decision-making. Identifying risks early, planning long-term investment, and acting with confidence becomes significantly more difficult.

# The Configur Shift

We move you away from the 'Dashboard Dead-end.' You don't need more charts to look at, you need a **Golden Record**.

A secure, validated, and connected view of property and tenant data.

## Moving from Reactive Reporting to Insight

Traditional SaaS approaches often rely on internal teams to manage data integration. Most providers give you a login and leave the hard work of data integration to your already-stretched internal IT teams. At Configur, we do it differently.

We provide a **Managed Data Intelligence Solution**.

Our team supports the sourcing, cleansing, and validation of your data. We connect your legacy systems into a unified pipeline reducing the burden of managing technical debt internally.

Your data is hosted in a secure, UK-based environment designed to meet enterprise security and hosting standards. Designed to support audit and reporting requirements

We combine AI innovation with real-world human expertise. You aren't just buying a platform; you're gaining a partner that ensures your data foundation is robust enough to support everything from day-to-day operations to long-term AI adoption.

## Bringing Conversational Intelligence to the Front Line



The biggest hurdle to data-driven decision-making is accessibility. In many organisations, if a manager needs an answer, they have to wait for a data analyst to build a report. Abi (Artificial Business Intelligence) changes that.

Abi is a conversational AI interface that allows users to query data in plain English. It speaks 'human,' not 'code.' It allows anyone from the CEO to the Housing Officer, to ask a question in plain English and receive a near real-time, data-backed response based on available data.

## Depending on data availability and structure, teams can ask questions such as:

### Housing teams might ask:

- "Show all properties with electrical certificates expiring in the next 90 days."
- "Which schemes have the highest number of outstanding remedial actions?"
- "Highlight properties exceeding the five-year EICR inspection threshold."
- "Which contractors generate the most repeat remedial works?"
- "Show compliance risk across the portfolio by region."

## Housing leaders increasingly need immediate answers to questions such as:

- "Which areas of our housing portfolio currently carry the highest compliance risk?"
- "Which property types generate the highest long-term maintenance costs?"
- "How many homes are likely to require significant compliance work in the next 12 months?"



# What does this look like for housing?

## Compliance

"Abi, show me all properties in the South-East that have a gas safety certificate expiring in the next 30 days."

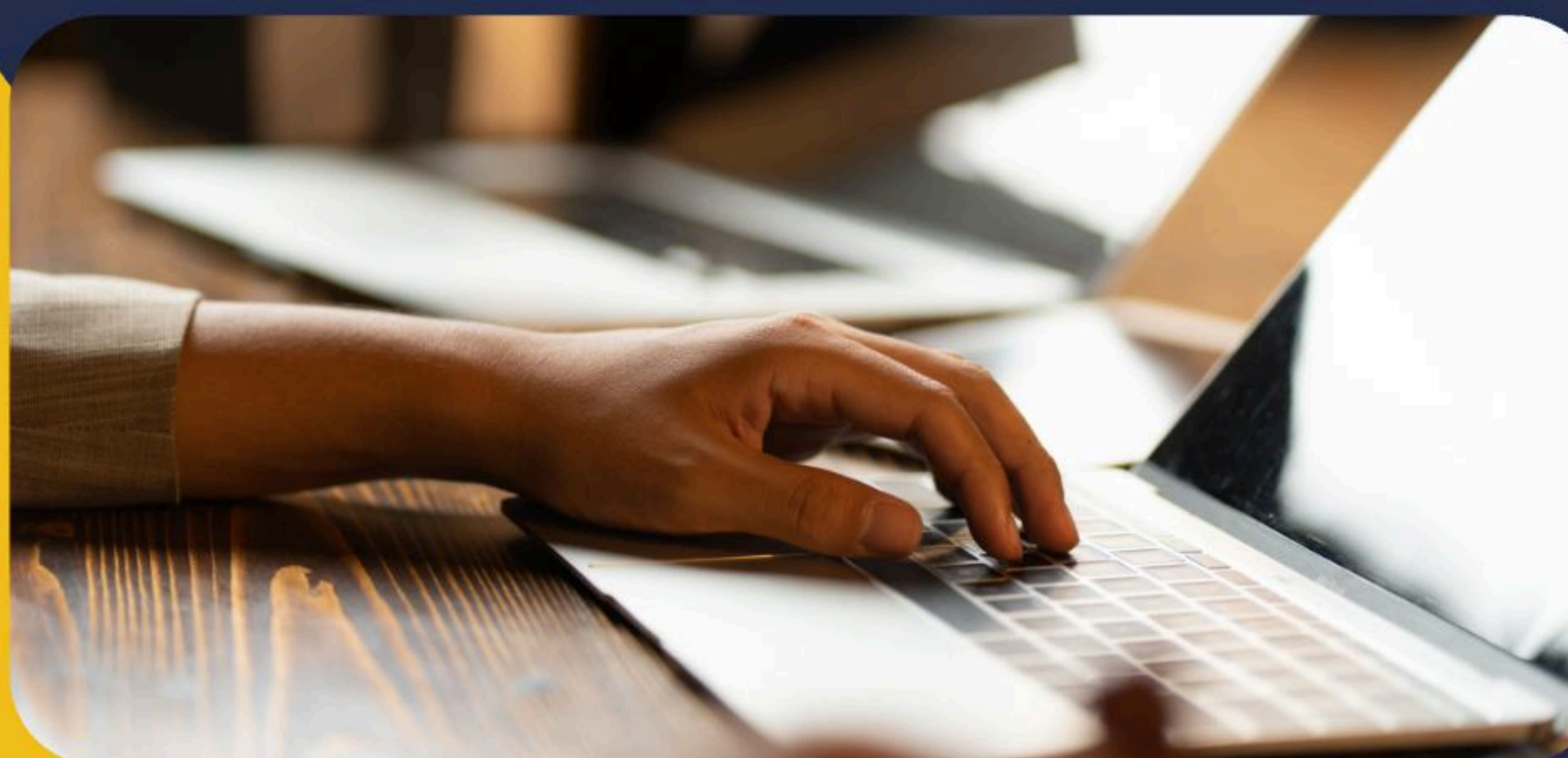
## Asset Strategy

"Which property archetypes have the highest recurring maintenance costs over the last three years?"

## Sustainability

"Identify all homes with an EPC rating below C that are currently scheduled for window replacements."

By democratising access to information, Abi frees your data specialists to focus on high-value strategic work while giving your front-line teams the answers they need in the same breath they ask the question.



## Your Roadmap

Digital transformation shouldn't be a multi-year project with a distant ROI. We believe in the "Pillar Approach" identifying high-impact, low-risk wins that build immediate momentum.

### Our 3-Step Path to Clarity

#### 1. The Discovery Workshop

We map your current landscape, identify your critical data gaps, and find the "low-hanging fruit" that will provide immediate value to your board.

#### 2. Foundation Building

We implement your unified data pipeline and establish your Golden Record. This is the stage where manual reporting requirements are reduced.

#### 3. Intelligence Adoption

We roll out Abi across your teams, ensuring your people are onboarded and ethically supported as they start using AI to drive outcomes.

The housing sector is entering a period where data quality and accessibility will increasingly shape operational performance. Organisations that can connect and structure their information effectively will be better positioned to manage compliance risk, plan long-term asset investment and respond to tenant needs with greater clarity.

**The future of housing is connected.**

**Is your data ready?**

**Book Your Housing Data Discovery Workshop.**



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