

PREPARING FOR AWAAB'S LAW

# Operational workflow readiness

A tech scorecard to assess the operational capabilities of your current technology setup.



## Introduction



Awaab's Law introduces strict legal deadlines for emergency responses, especially in cases of damp and mould. But the Housing Ombudsman's latest reports show that many landlords still fall short on the fundamentals: missed inspections, lost records, and communication breakdowns that leave families in unsafe conditions for months or even years.

Operational workflow readiness is about fixing the internal gaps that cause these delays. That includes how jobs are raised and triaged, how different teams share updates, and how escalations are managed. Landlords will increasingly be required to ensure that every inspection leads to timely action, every repair is traceable, and every vulnerable household is triaged accordingly.



This scorecard helps assess whether your current technology setup supports compliance under Awaab's Law in the following 7 key capabilities, and where platforms like Plentific can help avoid costly failings.

1. **Repair job creation and logging**
2. **Inspection creation and fulfilment**
3. **Real-time visibility of repairs**
4. **Escalation protocols**
5. **Workflow integration**
6. **Role-based permissions and accountability**
7. **Central oversight and performance management**

## 1. Repair job creation and logging

- Can staff or residents raise jobs easily and accurately?
- Are jobs categorised by urgency or risk?



### PLENTIFIC OFFERS

Intuitive job creation with pre-configured fields and workflows for reactive, void, and planned works.

Smart SLA categorisation by urgency and HHSRS risk.

Resident vulnerability flagging and automations.

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READINESS SCORE

## 2. Inspection creation and fulfilment

- Are inspections digitised, easy to schedule and assigned across teams?
- Can inspection findings trigger repair orders directly, without manual re-entry?



### PLENTIFIC OFFERS

Plentific's inspection tool and accompanying offline app allows work orders to be created directly from inspection observations, without the need to double-key information later on.

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READINESS SCORE

## 3. Real-time visibility of repairs

- Can all teams (including frontline, contact centre, and operations) view repair statuses in real time?
- Are updates automatic?



### PLENTIFIC OFFERS

Live job status updates visible across departments, and to residents via email/SMS. Fully-transparent progress and SLA tracking for a centralised golden thread of information.

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READINESS SCORE

#### 4. Escalation protocols

- Are overdue or high-risk jobs flagged automatically?
- Do you have defined escalation paths for delays?



##### PLENTIFIC OFFERS

Automated alerts and assignment triggers for overdue jobs or high-risk hazards. Customisable rules for triage and escalation.

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READINESS SCORE

#### 5. Workflow integration

- Do your repairs systems connect with housing and finance platforms?
- Are there duplicate data entry points?



##### PLENTIFIC OFFERS

Bi-directional API integrations with housing, asset and finance systems, with accompanying real-time webhooks, syncing data across platforms to eliminate double entry and delays.

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READINESS SCORE

#### 6. Role-based permissions and accountability

- Are responsibilities clearly assigned at each step?
- Can you trace who updated what and when?



##### PLENTIFIC OFFERS

Configurable user roles and access levels. All actions logged and timestamped for full auditability and compliance assurance.

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READINESS SCORE

## 7. Central oversight and performance management

- Do you track volume, time-to-complete, and outstanding repairs?
- Can managers view live operational KPIs?



### PLENTIFIC OFFERS

Consolidated dashboards showing operational KPIs, job volume, first-time fix rates, and time-to-complete. Exportable data on-demand for Board and regulatory reporting.

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READINESS SCORE

## PREPARING FOR AWAAB'S LAW

YOUR OVERALL SCORE FOR

# Operational workflow readiness

..... / 35 points

[Find out more](#)

[Talk to us](#)

## What are housing providers saying about Plentific

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“It takes 44 mouse clicks for somebody to raise a repair order - so just the effort to get to that point - we haven't even got the order yet - is too much. Just having a system where you can raise an order, see the status of that order, a colleague or a resident can understand the status of that order, as well as track it all the way through is genuinely transformational for the business”

*Anchor*

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“Since go-live date, we've completed 90% of repairs with an average completion time of under 14 days.”

*Network Homes*