

The ten steps from report to closed case

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Every action in these steps is written to an append-only audit log, with database triggers that block edits and deletions of individual entries. The structured diagnosis and HHSRS assessment (advisory) are built and tested for damp and mould today. Other hazard categories are in development or planned.

1 Tenant reports the issue

The housing provider shares a report link for each home by email, or as a printed QR code that carries the same link. The tenant needs no account. The report arrives with the description, photos and contact details, and it is recorded with its time.

2 Management triages the report

Management reviews the description and photos, can ask the tenant for more photos or a short video, and decides whether the case goes to a surveyor or to in-house maintenance.

3 Management allocates to a surveyor

Management chooses the hazard category and the surveyor. The surveyor is notified. Management is alerted if the dispatch isn't accepted.

4 Surveyor conducts a detailed inspection

For damp and mould the surveyor records the root cause, such as condensation or a leak, and the signs they can see, each with its own photo, so the record shows the cause and not only the symptom.

5 Severity is assessed against the HHSRS framework

The surveyor records how likely harm is and how severe it could be. Assure suggests a category as an advisory HHSRS assessment, and the surveyor confirms the category. A person makes the final call. The confirmed severity sets the statutory deadline, allowing for UK bank holidays.

6 Surveyor specifies the required remediation

The surveyor lists the exact work needed, matched to the diagnosed cause, and signs the assessment with their name and professional reference.

7 Management assigns the job to a contractor

The job is offered to contractors for that specialism. An offer that is declined or not answered passes to the next one.

8 Contractor completes the work with evidence

The contractor records before and after photos, ticks off each required remediation action, adds notes and signs the completion with their name.

9 Re-survey by the surveyor, not the contractor

The surveyor checks each required item against the original diagnosis with new photos and records a pass or fail. The contractor never signs off their own work.

10 Pass closes the case. Fail reopens it.

A pass closes the case and the evidence pack can be generated. A fail reopens it with the surveyor's notes recorded, so a repair that did not hold is not left on the record as complete.

Statutory timescales are set out in the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025: [legislation.gov.uk/uksi/2025/1042](https://www.legislation.gov.uk/uksi/2025/1042).