



SITEON FOR SOCIAL HOUSING

Connected resident services. Accountable housing operations.

A residential operations platform for Local Authorities and Housing Associations — connecting resident experience with repairs, teams, contractors, evidence and management visibility.



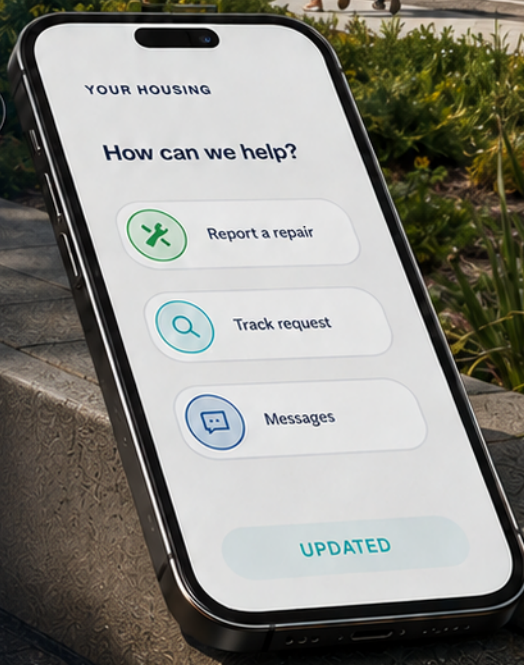
LOCAL AUTHORITIES



HOUSING ASSOCIATIONS

Better resident service
starts with better
housing operations.

For Better Living.



Resident service is only as strong as the operation behind it.

Social housing teams are under pressure to make services easier to access while improving repair visibility, ownership, communication and evidence across complex portfolios.



01

Resident access

Residents need clear digital routes to report issues, receive updates and understand what happens next.



02

Repair ownership

Housing teams need priorities, responsibilities, deadlines and escalation to stay visible from first report to closure.



03

Field accountability

Contractor visits, inspections, photographs and completion evidence need to remain connected to the case.



04

Management confidence

Leaders need portfolio-level visibility over unresolved cases, performance, service quality and recurring issues.



The challenge is not simply access.

Once a resident raises an issue, responsibility, communication, field activity and evidence need to stay connected until resolution.



RESIDENT-TO-RESOLUTION

From resident report to verified resolution.

One connected workflow can carry the request, responsibility, communication and evidence from the first interaction through to closure.



What stays connected?

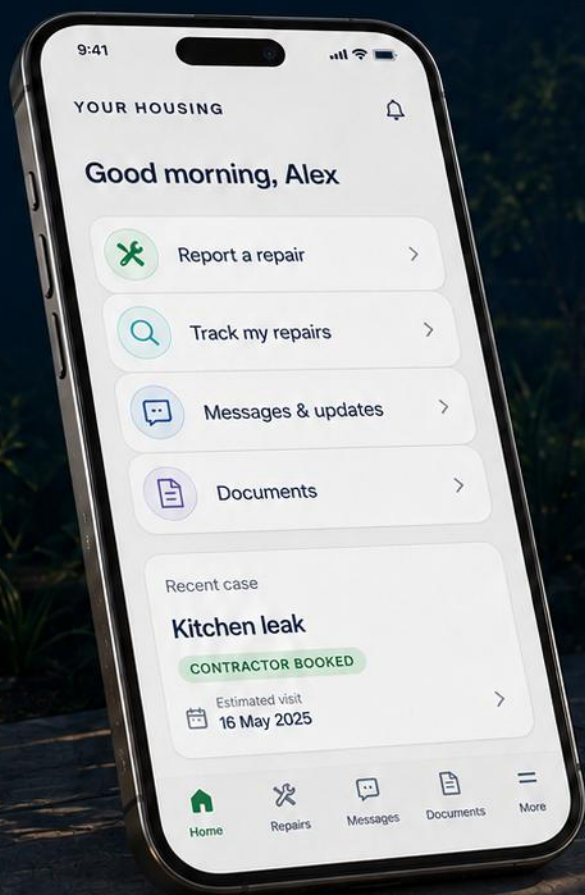
Timestamped actions • ownership • resident communication • contractor activity • inspection evidence • completion history

The goal is simple: fewer blind spots between the resident request and the work that resolves it.

RESIDENT EXPERIENCE

A simpler front door to housing services.

Give residents one clear, mobile-first place to raise requests, follow progress, receive updates and access the housing information you choose to make available.



Report & track

Repair and service requests with photos, status and history.



Communicate clearly

Announcements, targeted messages, notifications and request updates.



Bring information closer

Documents, property information, contacts and configured service resources.



Reduce unnecessary chasing

Give residents visibility over what has been received, assigned and completed.

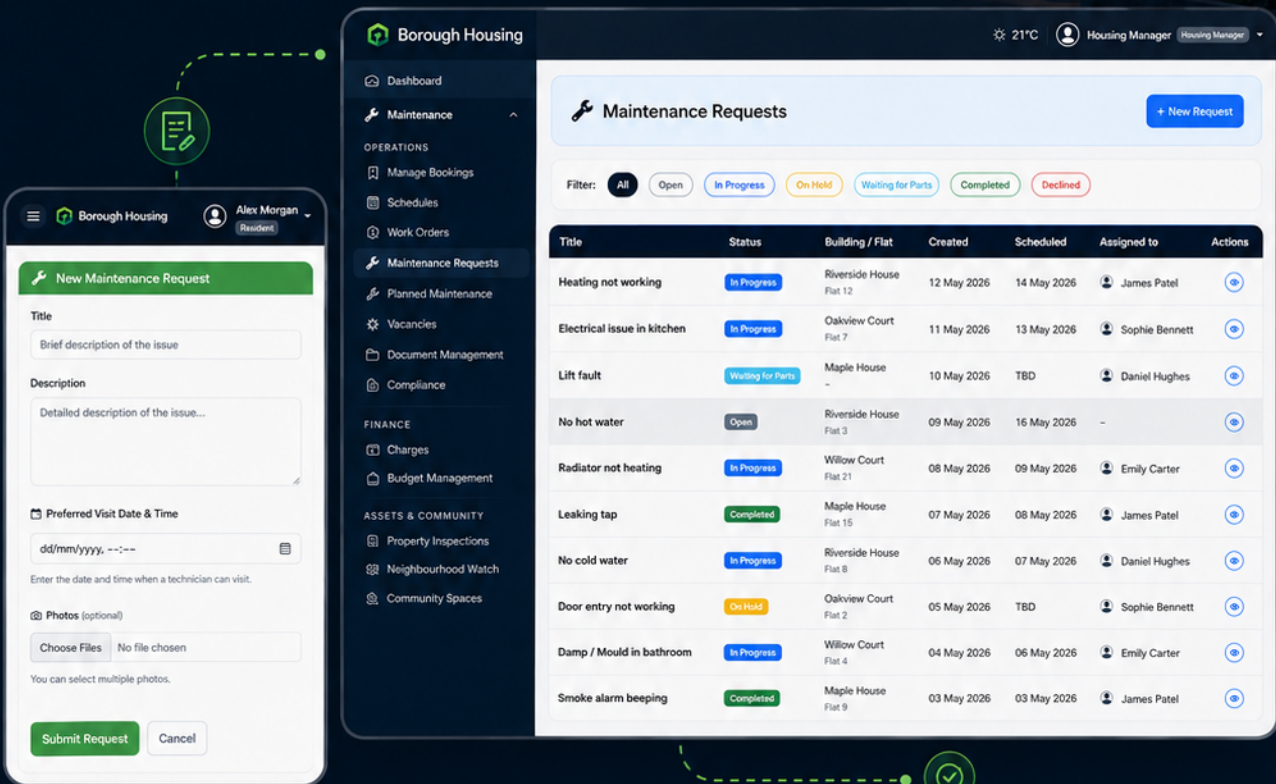


Resident experience can be configured around the services, terminology and journeys your organisation chooses to expose.

HOUSING OPERATIONS

Make service delivery more visible, measurable and accountable.

Connect housing teams, repairs, contractors, inspections and estate activity behind the resident experience – with clearer ownership and operational visibility.



Borough Housing | 21°C | Housing Manager | Housing Manager

Maintenance Requests [+ New Request](#)

Filter: **All** Open In Progress On Hold Waiting for Parts Completed Declined

Title	Status	Building / Flat	Created	Scheduled	Assigned to	Actions
Heating not working	In Progress	Riverside House Flat 12	12 May 2026	14 May 2026	James Patel	
Electrical issue in kitchen	In Progress	Oakview Court Flat 7	11 May 2026	13 May 2026	Sophie Bennett	
Lift fault	Waiting for Parts	Maple House -	10 May 2026	TBD	Daniel Hughes	
No hot water	Open	Riverside House Flat 3	09 May 2026	16 May 2026	-	
Radiator not heating	In Progress	Willow Court Flat 21	08 May 2026	09 May 2026	Emily Carter	
Leaking tap	Completed	Maple House Flat 15	07 May 2026	08 May 2026	James Patel	
No cold water	In Progress	Riverside House Flat 8	06 May 2026	07 May 2026	Daniel Hughes	
Door entry not working	On Hold	Oakview Court Flat 2	05 May 2026	TBD	Sophie Bennett	
Damp / Mould in bathroom	In Progress	Willow Court Flat 4	04 May 2026	06 May 2026	Emily Carter	
Smoke alarm beeping	Completed	Maple House Flat 9	03 May 2026	03 May 2026	James Patel	

New Maintenance Request

Title
Brief description of the issue

Description
Detailed description of the issue...

Preferred Visit Date & Time
dd/mm/yyyy, --:--
Enter the date and time when a technician can visit.

Photos (optional)
Choose Files No file chosen
You can select multiple photos.

[Submit Request](#) [Cancel](#)



Repairs & maintenance

Assignments, status, priority, visits and job updates linked together.



Contractor visibility

Keep external delivery activity connected to the service case and its evidence.



Inspections & estate activity

Use lists, check-ins or inspection workflows where local operations require them.



Management reporting

See open work, overdue actions, recurrent issues and operational trends more clearly.





ACCOUNTABILITY & EVIDENCE

Support the operating discipline behind safer, more accountable housing.

Regulation raises the importance of clear triage, deadlines, communication and evidence. Siteon can support these operational disciplines without presenting itself as a substitute for legal, policy or professional judgement.



Awaab's Law

Phase 2 guidance applies from 30 November 2026 and expands the range of significant hazards covered by prescribed timeframes.



Triage & priority

Structure the issue, category, urgency and next required action.



Timestamps & ownership

Keep actions, assignments and status changes traceable.



Resident communication

Maintain clearer updates and a connected history of interactions.



Evidence & management view

Link notes, photographs, field activity and resolution history.



Positioning principle: Siteon can support compliance-related workflows and evidence. We should not claim that software alone makes an organisation compliant.



Regulatory context: Guidance and requirements are subject to change. Siteon supports operational workflows and evidence; it does not itself confer legal compliance.

WORKS WITH WHAT YOU HAVE

Add a connected operating layer — not another replacement programme.

Many social landlords already rely on housing management, asset, finance, CRM and specialist contractor systems. Siteon can connect relevant resident and operational journeys across the systems you choose to retain - without duplicating them unnecessarily.



Two entry routes



Digital foundation

Where resident-facing tools are limited, start with a focused Siteon service and grow from there.



Connected layer

Where core systems are established, connect the resident and operational journeys that span them.

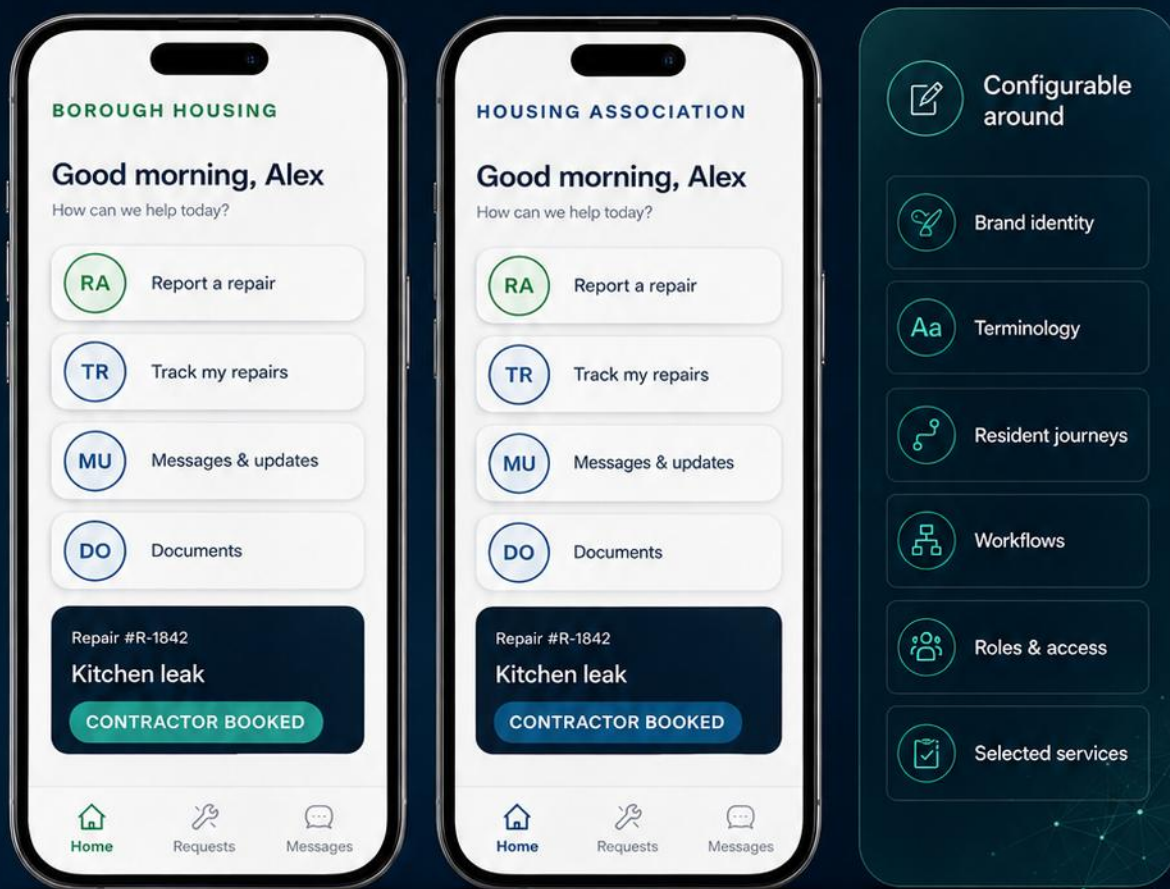


Siteon is not intended to duplicate an existing system unnecessarily. Integration with relevant third-party systems is subject to available APIs, technical compatibility and agreed scope.



Your residents. Your brand. Your service experience. Powered by Siteon.

The resident experience can be configured to feel like part of your organisation — while Siteon provides the underlying residential operations platform.



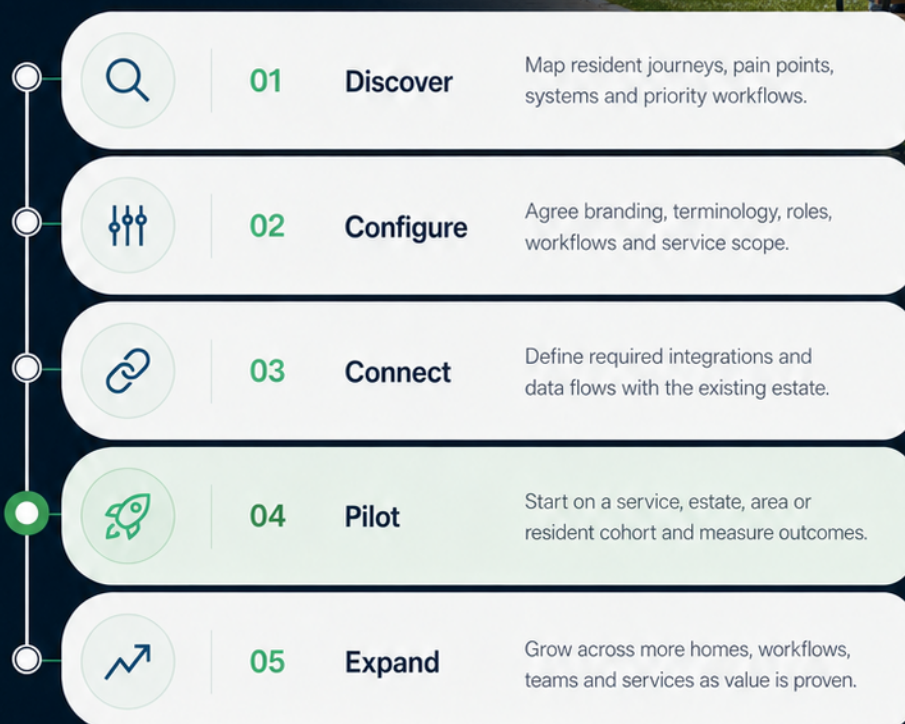
ILLUSTRATIVE EXAMPLES

White-label is not about hiding Siteon. It is about letting the resident experience reinforce the service relationship between the housing provider and its residents.

BUILT AROUND YOUR OPERATING MODEL

Let's understand your requirements — then configure the right deployment.

Every housing provider has different systems, service models, resident needs and operational priorities. Siteon is designed to be configured around that reality rather than forcing a single fixed implementation.



The objective is not maximum scope on day one.
It is the strongest initial use case, clear success measures and a credible path to wider adoption.



Siteon
For Better Living.

SITEON FOR SOCIAL HOUSING

Better resident service starts with better housing operations.

Let's work together to understand your residents, workflows, systems and priorities — and define a Siteon deployment that adds value without forcing unnecessary replacement.



Discuss your use case

Local Authority · Housing Association · Resident Services ·
Repairs · Digital Transformation



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siteon.living/en



Connected resident services. Accountable housing operations.

For Better Living.



A CK Software Group product



Residential Operations Platform