



**HomeLINK®**

## **CASE MANAGEMENT**

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FROM RISK TO RESOLUTION:  
A SMARTER WAY TO MANAGE DAMP &  
MOULD COMPLIANCE

# The Challenge: Managing Damp & Mould at Scale

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Damp and mould in social housing is not just a maintenance issue — it's a health, safety, and compliance risk. With the introduction of Awaab's Law in 2025, and new requirements across the UK, social landlords must:

- Investigate and address damp & mould complaints within strict timeframes
- Repair emergency hazards within 24 hours
- Maintain full audit trails for all interventions and communications
- Provide proactive engagement and transparency with residents
- Monitor and report KPIs to align with industry and regulatory requirements/standards

Failure to comply can result in legal action, regulatory enforcement, reputational damage, and increased costs. Managing this process manually across multiple properties is complex, resource-intensive, and inefficient.

Aico's HomeLINK Case Management System provides an automated, structured, and data-driven approach to streamline compliance, improve efficiency, and protect residents' health.

# HomeLINK Case Management: A Complete Workflow for Damp & Mould Management

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Aico's platform enables social landlords to take control of damp & mould management through an end-to-end case management system that aligns with new regulatory requirements.

## Core Features & Benefits

### 1. IDENTIFY

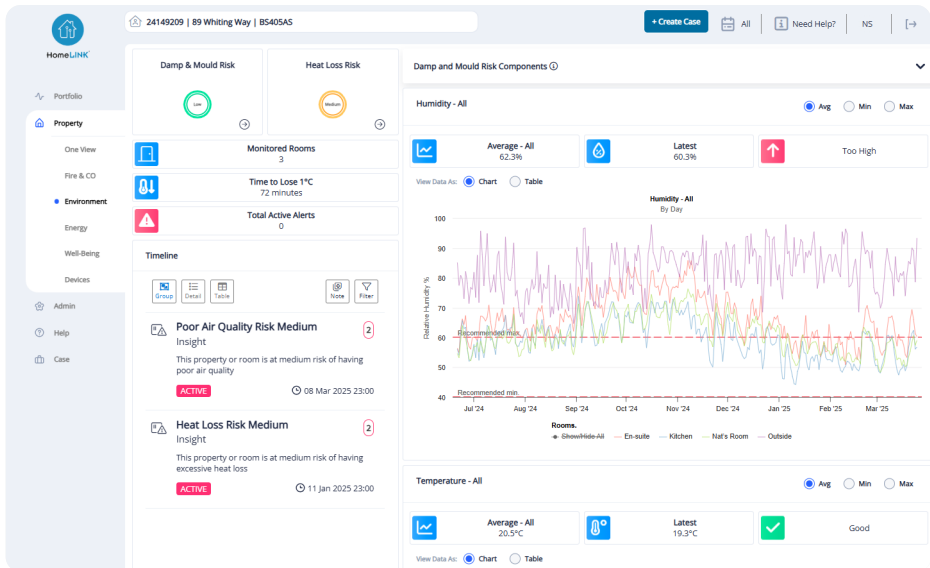
#### Proactive Detection & Resident Engagement

- Send digital damp & mould surveys directly to residents, allowing them to report issues early.
- Integrate data from environmental sensors (humidity, temperature, and CO<sub>2</sub>) to detect potential risks before complaints arise.
- Automatically prioritise high-risk properties based on live data, tenant-reported issues, and historical trends.

### 2. ANALYSE

#### Smart Data Insights & Compliance Reporting

- Site environmental sensors in multiple locations to identify the problem room or area within the property.
- Generate detailed graphs and reports to understand damp & mould patterns, and potential root causes.
- Use trend analysis in environmental data to inform proactive interventions and reduce long-term costs.
- Request surveys & up-to-date photos through the HomeLINK Resident App to assess the issue prior to visiting.
- Monitor regulatory compliance with audit-ready reports aligned to Awaab's Law and HHSRS.



### 3. ASSESS Intervention Review

- Record interventions for visual tracking in the HomeLINK Portal with graphs.
- Monitor damp and mould insights over time.
- Reminders and notifications draw attention back to cases to check if the intervention has been effective.
- On-going resident surveys to identify any mould reoccurrence after cleaning and the intervention has been applied.

### 4. RECORD Full Case Timeline & Audit Trail

- Assign cases to the appropriate team (maintenance, compliance, tenant engagement) based on severity.
- Keep a comprehensive record of all inspections, communications, and repairs in a single, secure system, whilst setting deadlines to ensure these actions occur within required timeframes.

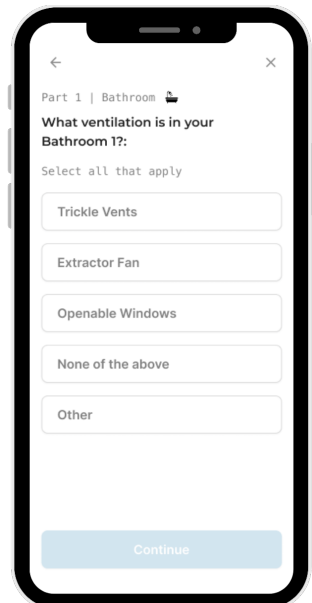
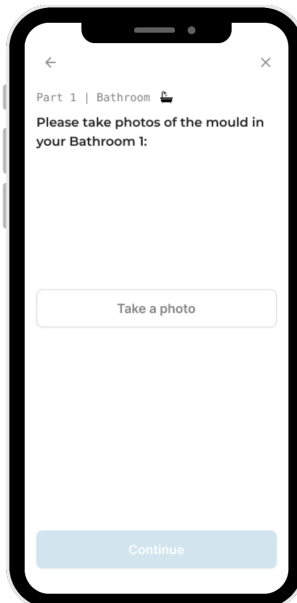
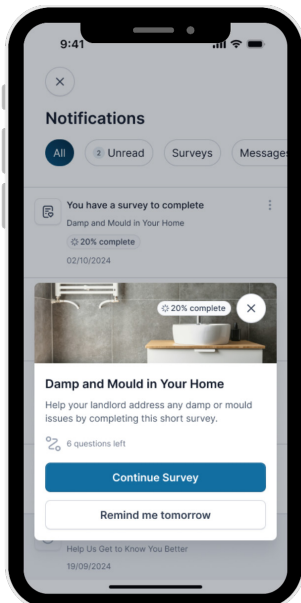


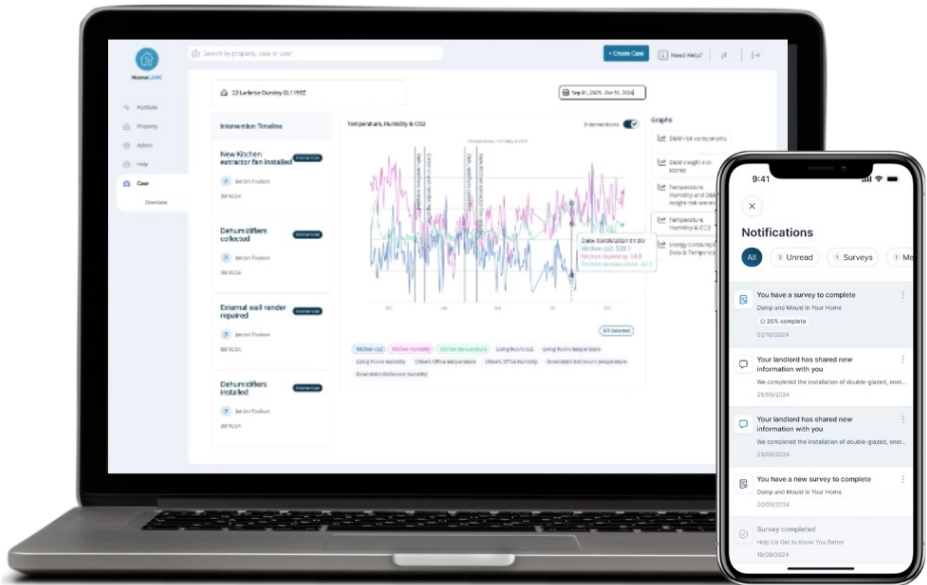
- Upload and store photographic evidence, PDF reports, environmental sensor data, and tenant correspondence.
- Log actions, case updates, and resolutions, ensuring a clear audit trail for compliance checks, and that no issue is left unresolved.

## 5. COMMUNICATE

### Transparency & Resident Engagement

- Keep tenants informed with updates on investigation status, planned repairs, and resolution timelines via the HomeLINK Resident App, available on all Apple and Android devices.
- Provide evidence-based explanations for actions taken, increasing trust and reducing complaints.
- Request surveys & up-to-date photos of issues through the HomeLINK Resident App, with tools to track changes over time.
- Ensure compliance with legal requirements to inform residents about findings and outcomes within mandated timeframes.





## A Centralised Platform for Proactive Compliance

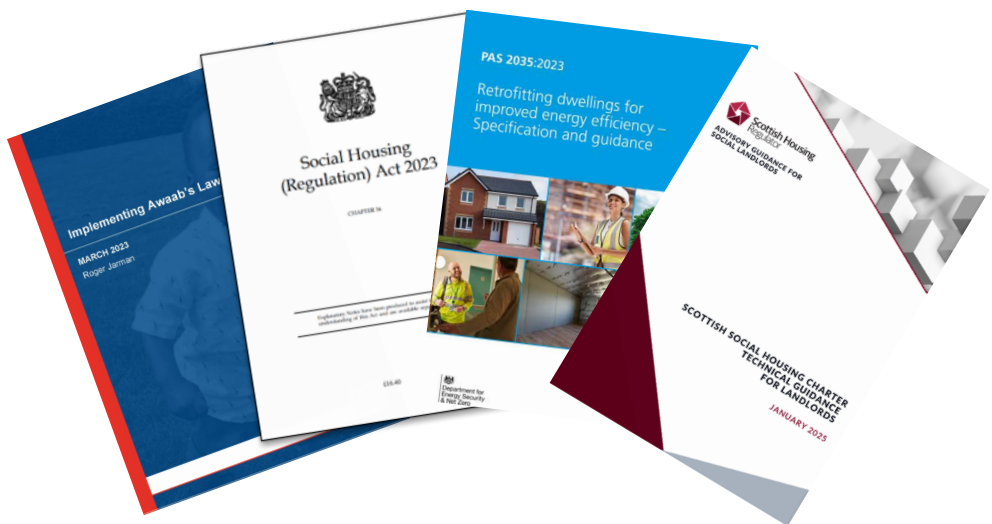
Aico's cloud-based case management system offers:

- **Real-Time Access** – Manage cases anytime, anywhere with a secure, web-based platform.
- **Task Allocation** – Assign, track, and manage investigations with real-time case updates.
- **Integrated Data Analytics** – Identify risk trends and prioritise interventions before issues escalate.
- **Seamless Compliance Reporting** – Generate structured reports for internal oversight, regulatory bodies, and board reviews.

# Compliance-Ready: Designed for Awaab's Law & HHSRS

Aico's HomeLINK Case Management system is built to align with regulatory requirements, ensuring landlords meet obligations under:

- **Awaab's Law (2025)** – Requires landlords across the UK to investigate damp & mould complaints within 14 days and begin repairs within 7 days if a health risk is identified.
- **Social Housing (Regulation) Act** – Enforces stricter compliance measures and greater transparency in housing management and tenant engagement.
- **Building Regulations & PAS 2035** – Ensuring long-term improvements in ventilation, heating, and insulation performance.
- **Scottish Housing Regulator's ARC Indicators** – Requires landlords to report on damp and mould cases, including resolution times, recurrence rates, and outstanding cases, to improve accountability and housing conditions. This also complements the introduction of Awaab's Law.



# Why Choose Aico's HomeLINK Case Management System?

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- **Designed for Housing Providers** – Purpose-built for social landlords, housing associations, and local authorities.
- **Seamless Integration** – Connects with existing housing management systems for smooth data flow.
- **Reduces Costs** – By preventing cases from escalating, minimising legal risks, and reducing emergency repair callouts.
- **Improves Resident Satisfaction** – Transparent communication and faster response times enhance tenant trust.
- **Enables Proactive Housing Management** – Identifies issues before they become severe health and safety risks.





# HomeLINK® CASE MANAGEMENT

Manage your housing portfolio simply  
and efficiently



IDENTIFY



ANALYSE



ASSESS



RECORD



COMMUNICATE



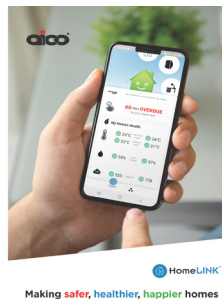
# Related Literature

We have a range of educational and informative guides available on our website, including:



## The Connected Home Solution

Technology that puts your housing portfolio and resident safety first.



## Resident App Leaflet

Find out more about the HomeLINK App for Residents, creating healthier homes.



## IoT Pocket Sized Guide

Find out more about our IoT Connected Home Solution.



## Legislation Pocket Sized Guide

Learn about UK Legislation for fire & carbon monoxide alarms.

Scan the QR code to visit our website to access our full range of educational guides on creating safer, healthier homes.



# Find Your Local Relationship Manager

Discover how Aico's HomeLINK Case Management System can help your organisation stay compliant, efficient, and proactive in managing damp & mould.

Aico have Relationship Managers situated throughout the UK that can help in a consultative role to advise on alarm and environmental sensor selection, siting, installation and maintenance.

To find your nearest Relationship Manager,  
please visit our website.

[www.aico.co.uk/rsm](http://www.aico.co.uk/rsm)

「Scan here to」  
「get in touch」



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