

CASE STUDY 1

From Reporting Problems to Preventing Them

Most social landlords hold plenty of information on their homes. The question is whether it shows where risk is building up.



C1-C4

consumer grades the regulator has given landlords since April 2024

1 IN 4

homes with up-to-date condition data at one council graded C3 (RSH, 2026)

30 NOV 2026

Awaab's Law timescales extend to further hazards, including fire and electrical

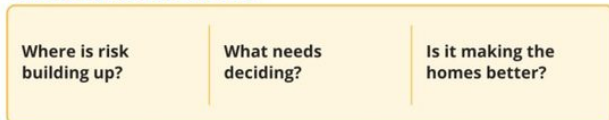
Plenty of records. Not enough understanding.

This thematic case study looks at what recent consumer judgements have in common, and uses an illustrative block to show how repairs, complaints, damp and mould, fire risk and survey records can each look fine on their own while pointing to one defect in one place.

CONNECTING THE RECORDS



UNDERSTANDING THE BUILDING



The evidence chain, and the layer underneath it. Diagram prepared by Complitas.

Inside the full case study

The recurring themes across the published C2 and C3 consumer judgements

Two perspectives: connecting the records, and understanding what they say about the building

An illustrative block where six records closed on target point to one defect

What it means beyond the grade: Awaab's Law, building safety duties and insurance

How the BSMP and CompliScore help a landlord show what it knew, decided and did

