

Implementation Guide

for

HousingAI

Planning and Delivering a Successful Deployment

Organisation	<i>[Your Organisation Name]</i>
Prepared by	<i>[Name / Role]</i>
Date	<i>[Date]</i>
Version	<i>[1.0]</i>

1. Introduction

This guide provides a practical roadmap for implementing HousingAI within your organisation. It covers governance structure, change management, communication, training, and the phased rollout approach. Following this guide will help ensure that HousingAI is adopted effectively and delivers value quickly.

HousingAI is a cloud-hosted SaaS platform that requires minimal technical integration. The primary implementation effort is organisational rather than technical: ensuring the right governance, communication, and training are in place to drive adoption across the three user groups (strategic, operational, and frontline).

2. Governance Structure

A lightweight but effective governance structure ensures the implementation stays on track and has the organisational support needed to succeed:

- **Executive Sponsor:** A senior leader (Director of Governance, Compliance, or Operations) who champions the initiative, ensures board visibility, and removes blockers. This role is critical — implementations without active executive sponsorship are significantly less likely to achieve full adoption.
- **Project Lead:** A compliance or governance professional who manages day-to-day implementation, coordinates with HousingAI, collects feedback, and acts as the primary point of contact. Expect approximately 1 day per week during implementation.

3. Training and Onboarding

Different user groups need different approaches. Keep training practical and focused on value, not features.

User Group	Training Focus	Format	Duration
Board / Executive	Strategic value, governance assurance, responsible AI overview	Board briefing session	30–45 minutes
Operational Managers	Role-specific guidance, searching requirements, using outputs in decisions	Team demo + guided practice	1–2 hours
Frontline Practitioners	Practical guidance lookup, understanding AI advice, when to escalate	Short demo + quick-start guide	30–45 minutes

4. Rollout

Week 1

Objective: Get the platform set up and the project team ready.

- Technical setup: account provisioning, user configuration, portfolio data import
- Project team orientation: project lead and champions familiarise themselves with the platform
- Baseline measurement: capture current metrics for regulatory monitoring effort, query response times, and staff confidence (for later ROI validation)
- Communication: issue initial all-staff communication about the initiative

Guidance: *The baseline measurement is essential. Without it, you cannot demonstrate the improvement HousingAI has delivered at the quarterly review.*

Week 2

Objective: Validate the platform with the compliance/governance team before broader rollout.

- Compliance team uses HousingAI as their primary regulatory monitoring tool
- Parallel running with existing processes to build confidence and identify gaps
- Weekly 30-minute feedback sessions with project lead and champions
- Spot-check 10–20 AI outputs against primary regulatory sources to validate accuracy
- Capture early wins and user testimonials for rollout communication

Week 3

Objective: Extend to operational managers and selected frontline champions.

- Open access to operational managers and frontline champions
- Champions provide peer support within their teams
- Monitor adoption metrics: active users, queries per user, repeat usage

Week 4

Objective: Organisation-wide access with continuous improvement.

- Open access to all relevant staff
- Integrate HousingAI into standard operating procedures and governance frameworks
- Include in new starter induction programme
- Evaluation review with HousingAI Ltd

5. Measuring Success

A structured evaluation approach ensures HousingAI continues to deliver value and that issues are identified and addressed quickly. The following summary outlines the key dimensions and metrics. A comprehensive Evaluation Framework with detailed metrics, scoring methodology, and decision thresholds is provided to customers post-implementation.

Evaluation Dimensions

Dimension	What to Measure	How	When
Efficiency	Time saved on regulatory monitoring, interpretation, and dissemination across the compliance team and wider organisation	Before/after time comparison	Quarterly
Accuracy	Correctness and currency of AI guidance when compared against primary regulatory sources	Spot-check sample of 20 responses per quarter	Quarterly
Adoption	Active users, query volumes, coverage across user groups (strategic, operational, frontline)	Platform analytics	Monthly
Staff confidence	Self-reported confidence in understanding and accessing regulatory requirements	Brief pulse survey (5 questions)	Quarterly
Compliance outcomes	Regulatory findings, audit results, speed of response to new requirements	Internal records	Annual
Return on investment	Financial benefit vs. subscription cost, using the ROI Calculator methodology	ROI Calculator + actual data	Annual

Review Schedule

First Review: Accuracy validation, user feedback, adoption data, quick wins.

Quarterly Reviews: Full assessment across all dimensions.

Annual Review: Combines all quantitative and qualitative data with an updated ROI calculation.

Guidance: A detailed Evaluation Framework — including specific metrics, targets, scoring methodology, and decision thresholds — is provided to customers as part of the post-implementation support package. The framework is designed to be customised to your organisation's priorities and adapted as your use of the platform matures.

Additional Resources

Change Management

Successful adoption is as much about people and culture as it is about technology. This section addresses the human factors that determine whether HousingAI becomes embedded in your organisation or remains an under-used subscription.

Understanding Resistance

Resistance to AI adoption is natural, particularly in a sector with strong professional values around expertise and human judgement. Common concerns include:

- **"AI will replace my role"**: Address this directly — HousingAI handles the volume and velocity of regulatory change so your team can focus on interpretation, strategy, and resident outcomes. It augments; it does not replace.
- **"I don't trust AI for compliance"**: A healthy starting point. The phased approach with parallel running allows staff to build confidence through direct comparison with their own expertise.
- **"This is just another IT project"**: Position HousingAI as a compliance and governance initiative, not an IT one. The executive sponsor and project lead should come from compliance/governance, not IT.
- **"We're too busy to learn a new system"**: The onboarding is lightweight. Demonstrate the time saving quickly during the pilot to convert sceptics.

Communication Strategy

Tailor your messaging to each audience:

For the Board

"HousingAI strengthens our governance assurance by ensuring we have a systematic, auditable approach to regulatory awareness. It complements our team's expertise with AI-powered monitoring and interpretation, reducing our exposure to compliance risk."

For Operational Leaders

"This tool gives you faster, more reliable access to regulatory guidance relevant to your area. Instead of waiting for briefings or searching through policy documents, you'll get contextualised guidance delivered to you, freeing up time for strategic and resident-facing work."

For Frontline Staff

"HousingAI gives you instant access to clear, practical guidance on what regulations mean for your day-to-day work. Think of it as having a knowledgeable colleague available 24/7 to answer your regulatory questions."

Communication Channels

- Board paper introducing the initiative and its governance rationale
- All-staff briefing or intranet article explaining the "why" and addressing common concerns
- Team-level demonstrations tailored to each user group's needs
- Regular progress updates during pilot and rollout phases

Success stories and quick wins shared as they emerge

--- *End of Document* ---