

Implementation and the first 30 days

What onboarding involves, the data we need from you, and how quickly you can be live. TenantSafe is licensed per organisation, deployed on EU-hosted infrastructure, and rolled out in phases with hands-on support — so the first team is working real cases inside a month.

The first 30 days

Stage	What happens
Days 1–5 Kick-off & access	Your organisation is provisioned, admin users invited, and the licensed modules enabled. We confirm the sponsor, benefits owner and the first pilot team. No tenant data is loaded yet.
Days 6–15 Configure structure	We configure your org hierarchy (regions and patches), teams and user roles , routing rules (which team receives which complaint type or area) and delegate coverage for leave. Dwelling-unit counts are loaded so TSM figures normalise per 1,000 homes correctly.
Days 16–22 Connect & validate	We connect your HMS export target so channel data can be combined with all-channel complaints before any RSH submission, then walk your performance team through the TSM engine, the dashboard board-pack and the Ombudsman-response playbook using the audit trail.
Days 23–30 Pilot & floor-walk	The first team goes live on real cases — daily triage from the exceptions-first at-risk panel, and the discipline of acknowledging within 2 working days. Six weeks of floor-walking support begins here and continues through the phased rollout to the remaining teams.

What you get from go-live. Statutory clocks, TSM (TP02/TP03) computation and a timestamped audit trail become a by-product of the day job — not a manual scramble at return time. Compliance and efficiency benefits begin from go-live and reach steady state by mid-2027.

What we need from you

Onboarding is a configuration exercise, not a data migration. The inputs below let us stand the service up; most providers already hold them.

We need	Why
Organisation hierarchy — regions, patches, schemes	Drives workload roll-up, coverage rules and overdue-case reporting by unit.
Teams & users with roles	Caseworkers, managers and performance staff, each with the right access. Row-level security scopes every user to their own organisation.
Routing rules	Which team receives which complaint type or geographic area, so cases land in the right queue automatically.
Delegate coverage	Cover arrangements for leave so nothing sits unacknowledged against the clock.
Dwelling-unit counts	Per scheme, for correct TSM per-1,000-homes normalisation on the RSH return.
HMS export target	To combine TenantSafe channel data with your all-channel complaints before RSH submission (the channel-only figure is not a complete return on its own).

Support & governance

- **Six weeks of floor-walking** from first go-live, with a manager routine to embed daily triage.
- **Phased rollout** — pilot team first, then the remaining teams, so the change is absorbed team by team.
- **Monthly delivery board** against the benefits register; a quarterly benefits review with the executive team.
- **Walkthroughs provided** for the RSH/TSM export, the dashboard board-pack, and the Ombudsman-response playbook.

Set the expectation early. Logging previously informal complaints, and surfacing existing breaches, can make the early picture look worse before it looks better. That is a truer baseline, not a regression — report volume and compliance side by side from day one.