TENANCY DATA RISK & COMPLIANCE AUDIT (OSINT-ENABLED)

Overview

Red Snapper Managed Services (RSMS) supports public sector organisations with intelligence-led solutions that improve decision-making and risk management. Building on proven methods used across policing and government, RSMS has applied OSINT (Open-Source Intelligence) capability to the housing sector—helping landlords strengthen data accuracy, meet compliance obligations and identify emerging risks within tenancy portfolios.

Challenge

Housing associations must maintain accurate tenancy and asset records to deliver safe, effective services and meet regulatory requirements. Over time, data becomes outdated or incomplete, reducing visibility of non-compliance, potential fraud, safeguarding concerns and tenancy misuse. This creates operational inefficiency and makes it harder for teams to target tenant contact and prioritise investigation.

Solution

RSMS designed an automated tenancy audit service for housing providers, delivering an annual "health check" (tenancy MOT) across tenant and property records. The service uses OSINT-enabled automation to validate tenant information, identify anomalies and apply risk rules that generate clear prioritisation for customer services, housing management and investigative teams.

Delivery

Working with a medium-sized housing association supporting approximately 4,000 households, RSMS's Intelligence-as-a-Service team deployed an automated audit capability that provides a visual compliance health check across household member details. A triage model generates RAG-rated reports to support fast decision-making and targeted follow-up.

Audit Method

The audit process includes:

- Automated OSINT data collection across people, addresses, email addresses and phone numbers.

- Risk rules and weighted scoring, combining positive and negative indicators to highlight concern.

- Validation and anomaly detection, identifying indicators of non-compliance, fraud, safeguarding concerns, or inaccurate tenancy records.

Reporting & Outputs

All findings are automatically RAG-rated:

- Red   (High Risk)
- Amber   (Medium Risk)
- Green   (Low Risk)

Reports include a summary of key insights, supporting evidence-led prioritisation, clear action pathways, and auditable decision trails. The approach improves tenancy and asset data accuracy, strengthens governance, supports regulatory compliance and helps identify misuse within housing stock.

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Results (Audit Summary)

- Total cases searched: 3,318
- RAG Distribution:

  - Red: 37.5%   (1,243)
  - Amber: 16.7%   (555)
  - Green: 45.8%   (1,520)

- Less than 1.5% returned partial reports
- 81% of red cases required further investigation

Customer Feedback

"The evidence-led approach enabled effective prioritisation of tenant and household information and now forms part of our risk management protocols. This evidence-based health check improved data governance and enabled the organisation to prioritise investigations for high-risk cases."

The Annual Tenancy Health Check Audit helps housing teams update out-of-date or incomplete tenant records and improves visibility of compliance risks, potential fraud and tenancy misuse—enabling earlier intervention and better targeting of operational resources.

For more information about our tenancy audit services and how we can support your organisation, please contact Red Snapper Managed Services.