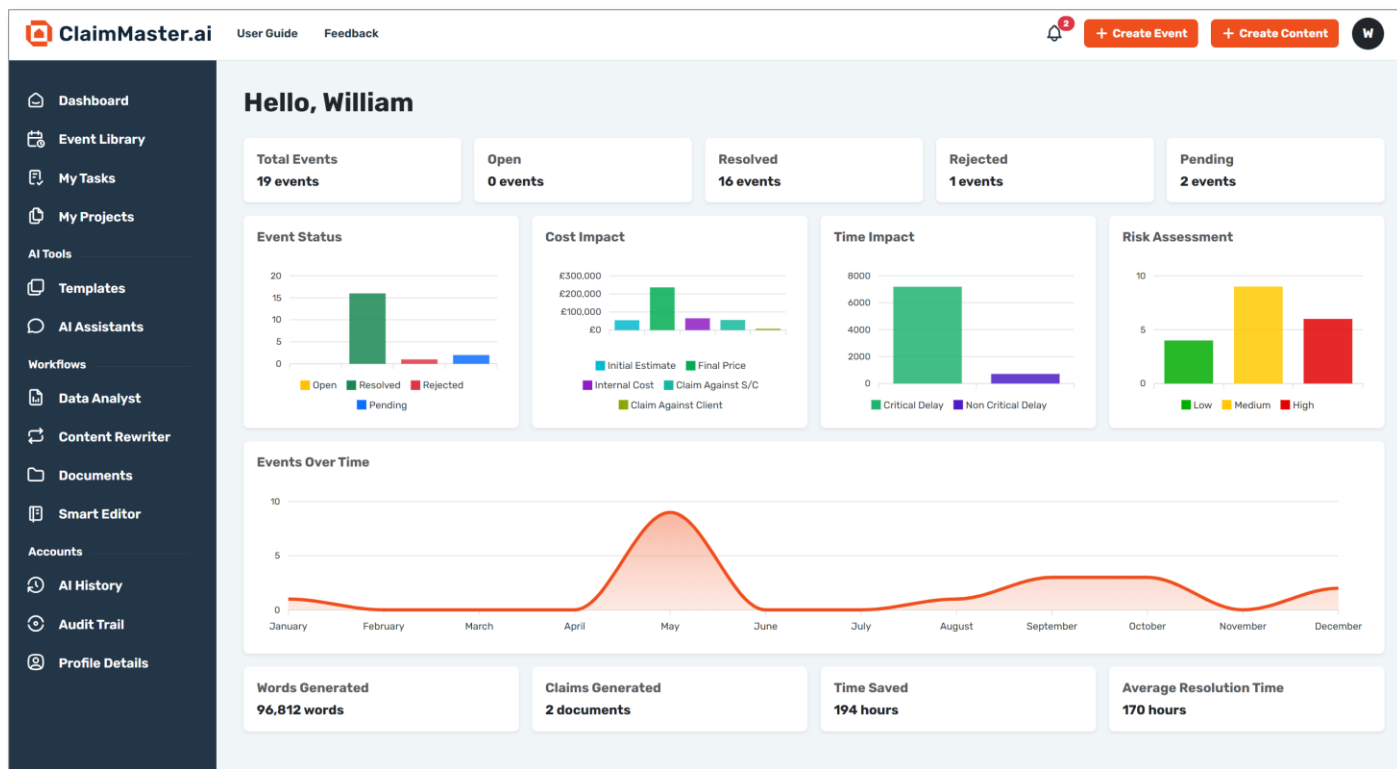


# Case Study: Transforming Claims Management for a Leading Housing Association



## The Challenge: A system on the brink

For years, a Tier 1 UK housing association and builder (G15 Member) had been navigating a storm of construction claims, project delays, and escalating legal fees. Their developments spanned thousands of homes, yet their claims management system was fragmented, reactive, and costly.

Documents were scattered across email chains, outdated spreadsheets, and physical files. Claims were often raised too late—by the time their team realised the issue, they were already deep in a legal dispute.

The result?

- Loss of control over claims – No clear audit trail, missing records.
- Soaring legal fees – Fighting battles they could have avoided.
- Weak negotiation power – Contractors and suppliers had the upper hand due to poor documentation.
- Strained internal resources – Their team was overwhelmed, spending more time chasing information than solving problems.

The builder knew something had to change. That's when they brought us in.

## The Diagnosis: A Gap Analysis that told the full story

We began with a deep-dive gap analysis—examining their claims processes, document retention policies, and contract management framework. What we uncovered was eye-opening:

**Data Disarray** – Key project records were missing, unstructured, or duplicated. There was no standardised system for storing or retrieving claim-related documents.

**Reactive, Not Proactive** – Claims were only addressed when disputes arose, rather than being tracked throughout the construction phase.

**No Legal Holds or Audit Trail** – Without a clear chain of custody, documents could be challenged, making claims harder to enforce.

**Manual Processes = Lost Time & Money** – The team was manually tracking claims, leading to delays, inconsistencies, and human errors.

They weren't just leaving money on the table—they were risking millions in potential disputes.

## The Solution: A structured, AI-Powered approach

We introduced a three-phase transformation plan that blended AI, data structuring, and proactive claims management.

### 1. Digitising & Structuring Data

- We centralised all project records into a single, structured database—every contract, instruction, and variation was now easily accessible, timestamped, and categorised.
- AI-powered document tagging helped automate retrieval, saving the team hours per claim.

### 2. Embedding a Proactive Claims Strategy

- Claims tracking became part of the project lifecycle, rather than an afterthought.
- AI-driven alerts flagged early warning signs, allowing teams to negotiate and resolve issues before they escalated.
- We implemented legal hold protocols and automated audit trails, ensuring every claim was legally sound.

### 3. Automating Claims Analysis & Risk Assessment

- We integrated AI-powered claim triage, ranking claims by risk, strength, and financial impact.
- The team could now forecast potential disputes, shifting from reactive firefighting to strategic resolution.

## The Results: A housing association back in control

Within 12 months, the transformation was undeniable:

🚀 Claims resolution time cut by 40% – Faster, more structured responses meant disputes were settled quicker and more favourably.

💰 £2.5M in cost savings – By preventing claims from escalating into costly legal battles, the client drastically reduced its legal and settlement costs.

📁 100% audit-ready documentation – Every claim now had a clear chain of custody, timestamps, and legally preserved records—eliminating the risk of lost evidence.

⚡ AI-Driven insights – The team could see claims trends, anticipate risks, and make data-backed decisions instead of guessing.

✅ Stronger Negotiation Power – With structured evidence at their fingertips, the client was no longer on the back foot in disputes.

## The Takeaway: A blueprint for housing associations

The client's transformation proves that claims management isn't just about resolving disputes—it's about preventing them.

By leveraging AI, structured data, and a proactive approach, housing associations can:

- ✓ Reduce risk before it escalates.
- ✓ Cut legal costs and protect budgets.
- ✓ Strengthen their position in contract negotiations.
- ✓ Ensure compliance with document preservation and legal holds.

If your organisation is still manually chasing claims, losing critical evidence, and reacting too late, it's time to take control.

### Let's assess your claims maturity.

We specialise in helping housing associations structure, streamline, and strengthen their claims management process.

**Get in touch to find out how.**

[www.claimmaster.ai](http://www.claimmaster.ai)

[support@claimmaster.ai](mailto:support@claimmaster.ai)