

AI for Social Housing Providers

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AI for Social Housing Providers

**(1) Use of AI in
social housing**

**(2) Risks
associated with
the use of AI**

**(3) Mitigating
the risk of legal
challenges**



01



Use of AI in social housing



The Big Picture

Report by Service Insights Limited with academics from Leeds Business School: “Aspirations and Applications of AI in social housing” (2025)

Early stages of uptake

Positive views about the benefits of AI

Limited policy direction

Specific applications

Chatbots

**Resource
allocation**

Disrepair

**Predicting
tenant
vulnerabilities**

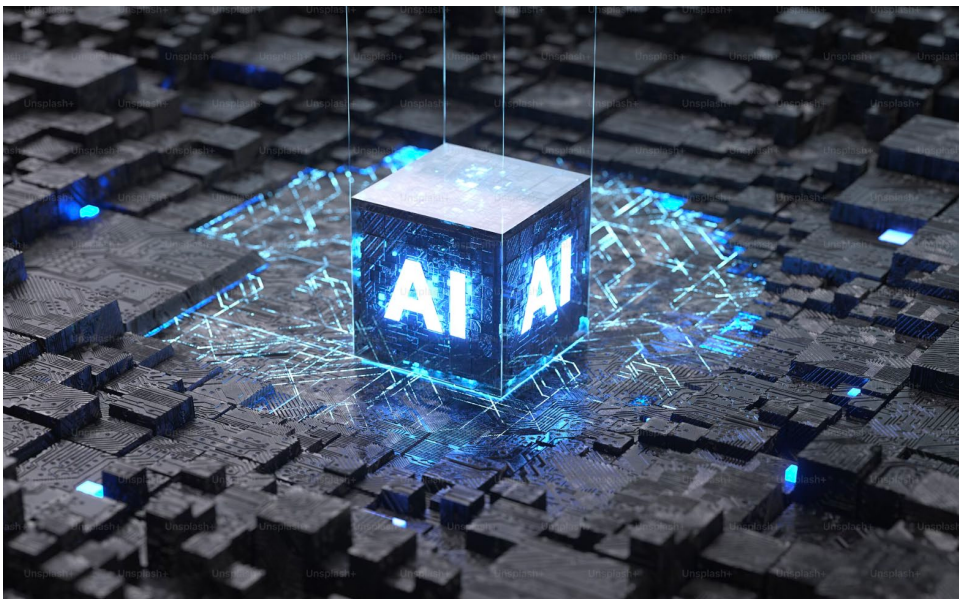
Chatbots

**Immediate
answers to
basic queries**

**Out of hours
queries**

**Immediate
translations**

Resource Allocation



Disrepair

**Predicting
repair works**

**Streamlining
repair requests**

**Case Study for
future uses?**

Sources: <https://www.localgovernmentlawyer.co.uk/housing-law/315-housing-features/54858-artificial-intelligence-a-new-dawn-for-social-housing>
<https://www.campbelltickell.com/CT-DIN-Artificial-Intelligence-and-Social-Housing/damp-and-mould.html>

Predicting tenant vulnerabilities

01

Silent Tenants

Case Study: Platform Housing Group

Source:

<https://www.campbelltickell.com/CT-DIN-Artificial-Intelligence-and-Social-Housing/vulnerable-tenants.html>

02

Preventing Homelessness

Case Study: Maidstone BC and Kent CC

Source:

<https://www.equalityhumanrights.com/guidance/artificial-intelligence-case-studies-good-practice-local-authorities#usingpredictiveanalyticstopreventhomelessnessmaidstoneboroughcouncilandkentcountycouncil>



The risks



What do these cases have in common?

01

**R (El Gendi) v
Camden London
Borough Council**
[2020] EWHC
2435 (Admin)

02

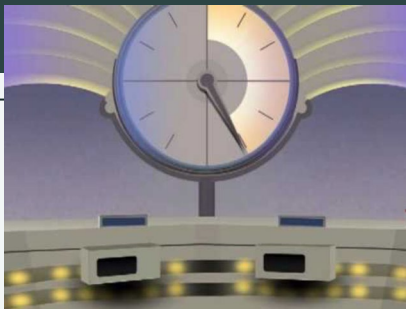
**R (Ibrahim) v
Waltham Forest**
[2019] EWHC 1873

03

**R (on the
application
of Balogun) v
London Borough
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[2020] EWCA Civ
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**R (on the
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None of them exist



A cautionary tale

R (Ayinde) v Haringey LBC

[2025] EWHC 1040 (Admin)

and

[2025] EWHC 1383 (Admin)



R (Ayinde) v Haringey LBC

- July 2023: Part 7 decision
- November 2023: s202 decision
- August 2024: s204 appeal



R (Ayinde) v Haringey LBC

- 13 August 2024: accommodation request
- 16 August 2024: LBA
- 19 August 2024: JR claim issued



R (Ayinde) v Haringey LBC

Ground 1

- Procedural impropriety
- *El Gendi*



R (Ayinde) v Haringey LBC

Ground 2

- Failure to consider medical evidence
- *Ibrahim*

R (Ayinde) v Haringey LBC

Ground 2



- *“The problem with that paragraph was not the submission that was made, which seems to me to be wholly logical, reasonable and fair in law, it was that the case of Ibrahim does not exist, it was a fake.”*

R (Ayinde) v Haringey LBC

Ground 2



- *"It is such a professional shame. The submission was a good one. The medical evidence was strong. The ground was potentially good. Why put a fake case in?"*



R (Ayinde) v Haringey LBC

Ground 3

- Irrationality
unreasonableness) (Wednesbury



R (Ayinde) v Haringey LBC

Ground 4

- Unfairness
- *Balogun*
- *KN*

R (Ayinde) v Haringey LBC

Ground 4



- “[Counsel] had moved on from fake High Court cases to fake Court of Appeal cases”



R (Ayinde) v Haringey LBC

- February 2025: new employee
- March 2025: reply

"cosmetic errors"

"easily explained"

R (Ayinde) v Haringey LBC

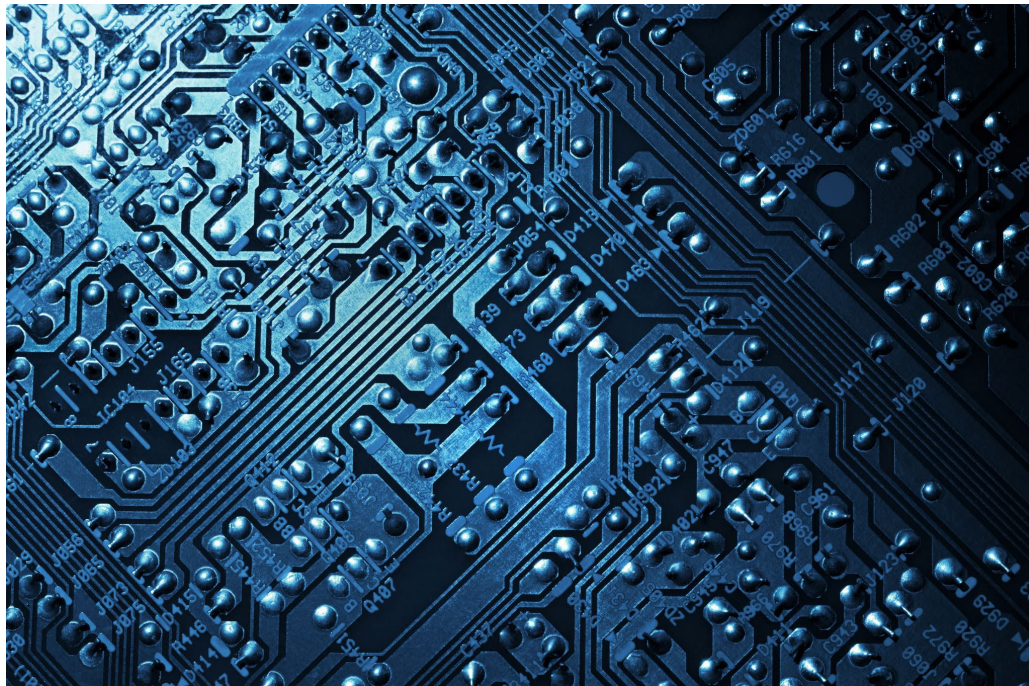


- *"That was, I must say, a remarkable letter. I do not consider that it was fair or reasonable to say that the erroneous citations could easily be explained and then to refuse to explain them"*

R (Ayinde) v Haringey LBC



- *“Worst of all, the assertion that the citations are merely cosmetic errors is a grossly unprofessional categorisation.”*



Use of AI?



Contempt proceedings

- R (Ayinde) v Haringey LBC
- Al-Haroun v Qatar National Bank QPSC
- [2025] EWHC 1383 (Admin)

Day to day risks

Bias

Overreliance

**Quality
of
data**

Privacy

**Equality
issues**

Transparency

Bias, discrimination and fairness

- “Mirror to an unfair world” (Sam Nutt)
- “Perpetuate certain forms of inequality and disadvantage” (Prof. Melanie Smallman)



Bias, discrimination and fairness

- *SafeRent* litigation
- US mortgage cases
- Advertising for tenants





Overreliance

- Screening tenants
- *TransUnion Rental Screening Solutions* case
- Erroneous view of issues

Transactional

Overreliance

Relational



Quality of data

Privacy and security

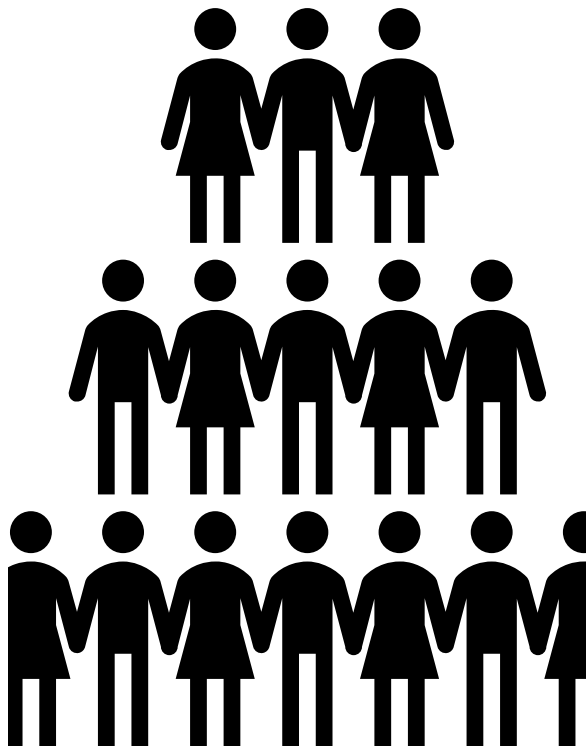
- Personal data
- Integration
- Data protection and consent





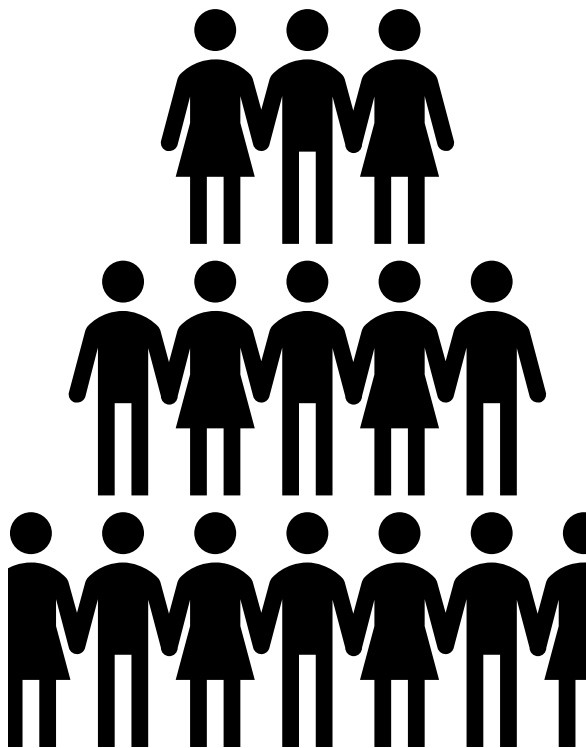
Equality issues

Equality issues



- Technological issues
- Tenants' characters
- Discretion

Equality issues



- “Social housing isn’t a hard-nosed business, it’s dealing with some of the most vulnerable people in our communities, and sometimes care and kindness and discretion are what’s needed,”
- “[discretion needs to] be exercised at the point of service delivery so that people don’t find themselves in a really harsh, unyielding and unkind world”

- Prof. Melanie Smallman (UCL)



Transparency



Mitigating the risks



Collaboration

Accuracy

**Human
oversight**

**Protecting
data**

Engagement

Education

Transparency

Compliance

Thanks!

Alexander Campbell

Hannah Taylor