

AI Compliance Assistant Example for Housing Associations and Regulated Industries

VdW Bayern DigiSol made housing compliance work 50–60% faster

VdW Bayern DigiSol built WohWi AI on CustomGPT.ai, an AI compliance assistant for housing associations grounded in 3,620 internal documents. Launched in under 60 days with no engineering, it answered 7,000+ questions in six months with 84% positive feedback.

50–60%

Less time on documentation tasks

84%

Positive user feedback

7,000+

Questions answered in six months

THE CHALLENGE

Regulatory knowledge locked in thousands of documents

Housing professionals navigated thousands of documents by hand, and many member organizations lacked the legal staff to interpret complex frameworks quickly.

Earlier tools had failed, so AI had to prove value early, with a verifiable source behind every answer.

WHAT VDW BAYERN NEEDED

Faster knowledge access.

Answers in minutes instead of manual document searches.

Support for lean teams.

Expert-level guidance for organizations without legal staff.

Early, visible value.

Results strong enough to overcome AI skepticism.

Verifiable accuracy.

Minimal hallucinations, with a source behind every answer.

HOW VDW BAYERN SOLVED IT

WohWi AI, embedded in the sector's public knowledge site

Deep industry context.

Trained on about 25 million tokens from 3,620 internal housing documents.

Live in under two months.

Full implementation on CustomGPT.ai's no-code platform.

Source-backed answers.

Every response shows citations to the source material.

Built to scale.

Role-specific prompts, access management and scalable infrastructure.

ABOUT VDW BAYERN DIGISOL

VdW Bayern DigiSol GmbH is the digital innovation subsidiary of VdW Bayern e.V., the Association of the Bavarian Housing Industry. VdW Bayern represents more than 500 public, cooperative, municipal and church-affiliated housing organizations across Bavaria.

AT A GLANCE

ORGANIZATION	MEMBERS SERVED	DEPLOYMENT
VdW Bayern DigiSol GmbH, digital subsidiary of VdW Bayern e.V.	500+ housing organizations across Bavaria	WohWi AI, embedded at wohwi-ki.de

CAN AI BE TRUSTED IN REGULATED INDUSTRIES?

Source citations, hallucination prevention and no-code deployment

- 1 **Grounded in verified documentation.**
Answers come from the housing sector's own documents, not general web data.
- 2 **A citation on every answer.**
Professionals can check guidance against the source before acting on it.
- 3 **No engineering burden.**
DigiSol configured, tested and iterated on its own.

RESULTS

Compliance AI compared with traditional knowledge search

DIMENSION	TRADITIONAL SEARCH	WITH WOHWI AI
Time to find answers	45+ minutes of manual search	Minutes via natural-language query
Knowledge accessibility	Depends on navigation skills	Conversational, open to all users
Scalability	Limited by expert staff	Scales across member organizations
Source transparency	Manual cross-referencing	Citation with every response
Availability	Business hours, queue-dependent	24/7, immediate

Document tasks that took 45+ minutes now take 15 to 20. Users asked more than 7,000 questions across 2,000 conversations in six months, for legal interpretations, draft templates and compliance guidance.

“ We are very pleased that we decided on CustomGPT.ai for building WohWi AI. The platform made it straightforward to turn our vision for WohWi AI into reality, and the results have been significant. Our AI solution now enables members to make informed decisions faster and with greater confidence—saving valuable time while ensuring compliance with changing regulations.

Dr. Korbinian Weisser
MANAGING DIRECTOR, VDW BAYERN DIGISOL GMBH

WHY IT WORKED

- Sector-specific training.**
Grounded in 3,600+ housing documents.
- Transparent outputs.**
Every answer sourced and traceable.
- No engineering.**
Configured and iterated independently.
- Immediate value.**
Faster action for housing staff from day one.

ABOUT CUSTOMGPT.AI

CustomGPT.ai is a no-code platform for building AI agents that answer only from an organization's own content: documents, websites and knowledge bases. Every answer is grounded in verified sources with citations, and the platform is SOC 2 Type 2 and GDPR compliant. Organizations use it for customer support, internal knowledge search, website chat and more, across help centers, apps and the API.