



The Future of Compliance in Social Housing: Embracing Digital Record-Keeping & IoT

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How Digital Record-Keeping and IoT are Transforming Compliance in Social Housing



The Need for Digital Record-Keeping

Traditional challenges:





- Manual logs prone to errors, omissions, and tampering
- Time-consuming audits and difficulty proving compliance
- The importance of accurate and tamper-proof records

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Spotlight on data: poor record-keeping ‘ubiquitous’ in sector and causing ‘daily detriment’ to residents

MOST READ LATEST NEWS

Council handed C4 grade for ‘serious failings’ in health and fire safety

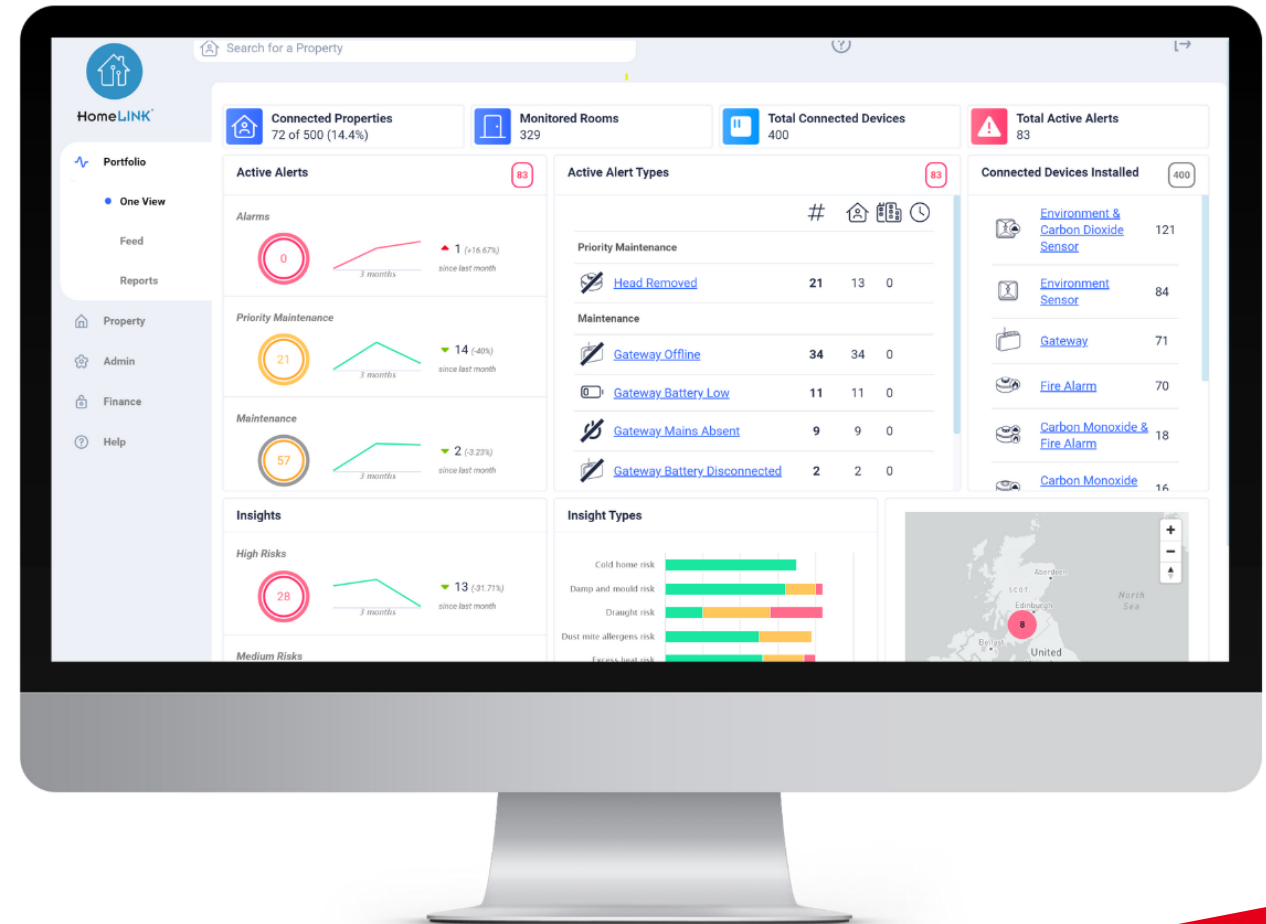
MP urges housing secretary to intervene as more than 1,000 staff set to strike in her department



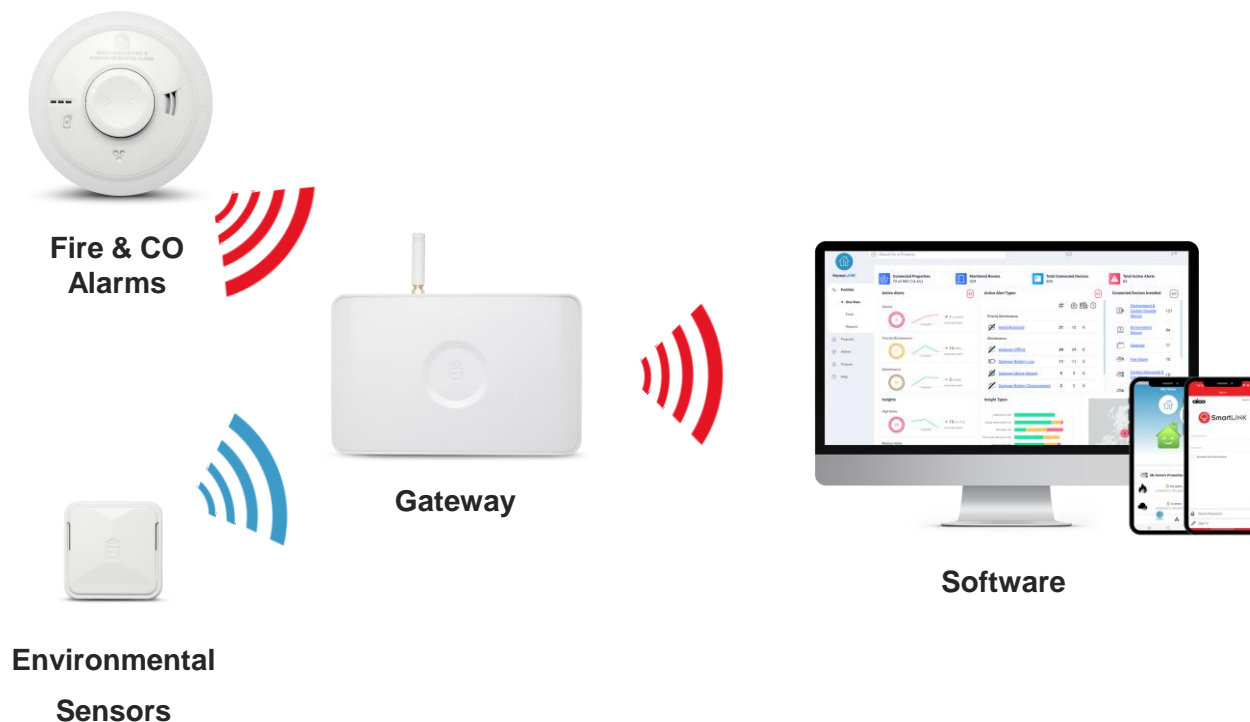
The Need for Digital Record-Keeping



- Demonstrates compliance
- Reduces risk of fines, penalties, and reputational damage
- Digital records
- Automated, time-stamped, and accessible
- Support quick audits and inspections
- Facilitate proactive maintenance and safety assurance



How IoT is Shaping Future Compliance



Key benefits:

- Real-time monitoring and alerts
- Automatic record-keeping of device status and compliance
- Early fault detection reduces risks
- Simplifies legal and regulatory reporting

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Fire & CO Alarms

Insights

- ✓ Activations
- ✓ Tampering
- ✓ Servicing
- ✓ Replace by

Challenges

- ❖ Resident Safety
- ❖ Compliance
- ❖ Asset Management



Environmental Sensors



Insights

- ✓ Condensation, Damp, Mould
- ✓ Cold Home Risk
- ✓ Excess Heat Risk
- ✓ Heat Loss Risk
- ✓ Draught Risk
- ✓ Indoor Air Quality Risk
- ✓ Void Risk
- ✓ Dust Mite Allergy Risk

Challenges

- ❖ Disrepair
- ❖ Net Zero
- ❖ Resident Wellbeing
- ❖ Fuel Poverty
- ❖ Compliance
- ❖ Housing Management

35 years of Innovation

530k

live devices connected



88k

live Gateway systems



400

RSL's installing
our systems



10 billion

Readings



24 million

Readings each day



110 million

Events received



180 million

Insights calculated



5.5 million

Alerts raised



Case Study: West Dunbartonshire Council

Environmental Sensors aimed at eradicating damp and mould and increasing resident safety through interlinking fire alarms in all 10,500 homes

Results:

- Significantly improved compliance and record integrity
- Reactive to proactive through insights and CM
- Increased resident engagement
- Reduction in high-risk properties for D&M and IAQ
- Streamlined maintenance and inspections

Lessons learned:

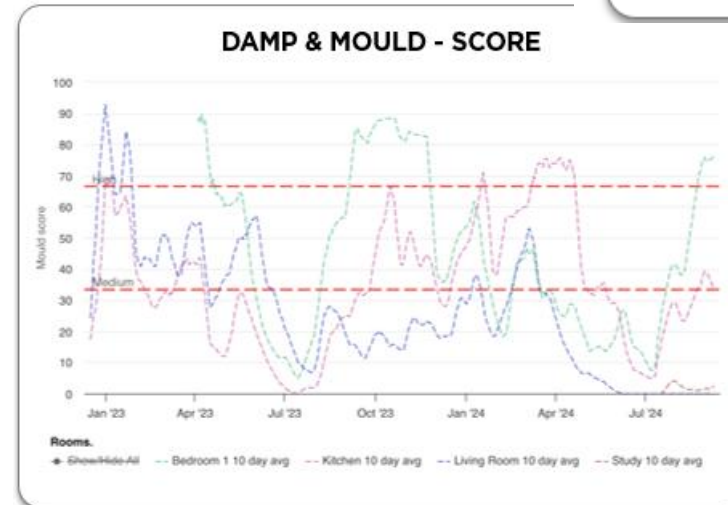
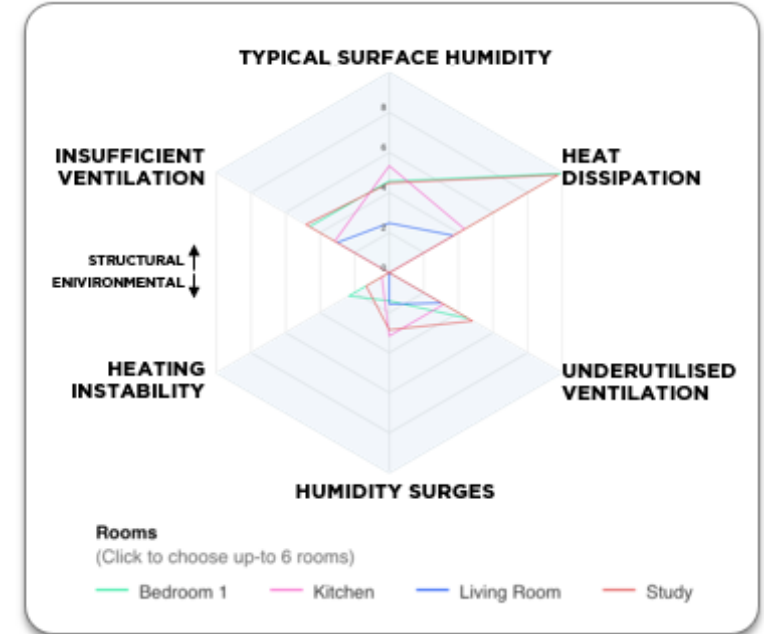
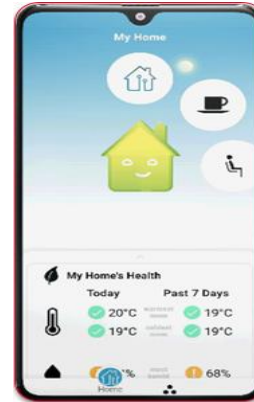
- Scalability of smart technology
- An even better understanding of housing stock
- ROI through reduced manual processes and enhanced safety



Case Study: WDC

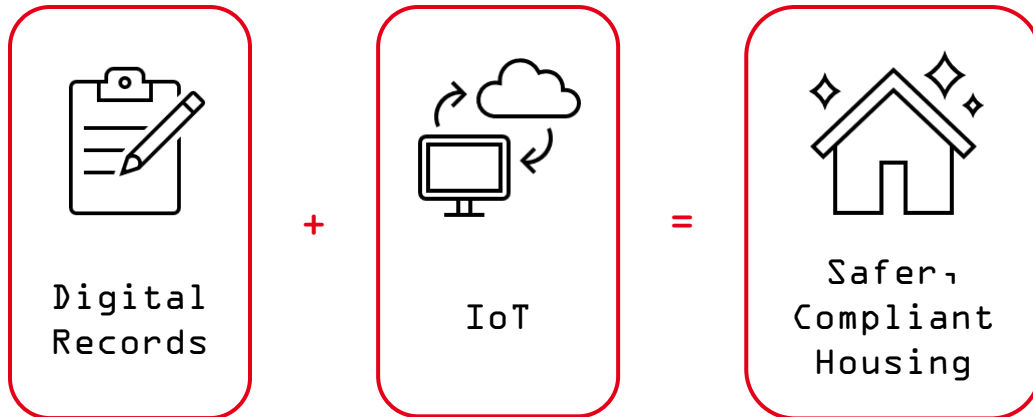
The solution provided significant benefits for WDC and its residents

- Fuel Poverty Detection
- Reduced Mould Risks
- Time & Cost Savings
- Void Detection
- Happier and Healthier Tenants



Regulatory Focus and the Future

- Regulator enforcement on poor record-keeping
- Digital and IoT solutions are vital for future compliance
- Upcoming regulations, such as Awaab's Law
- Digital records + IoT = safer, compliant housing



WHAT DOES AWAAB'S LAW MEAN FOR LANDLORDS?

- **Prompt Investigation and Remediation:** Landlords must swiftly address reported damp and mould issues, identifying the root cause and implementing solutions.
 - Investigate potential hazards within 14 calendar days of being made aware.
 - Provide residents a written summary of investigation findings within 48 hours, detailing any hazards found and next steps.
 - Begin repair works within 7 calendar days if a hazard is found that poses a significant health or safety risk to the resident.
 - Complete repairs within a reasonable timeframe, considering resident needs.
 - Address emergency repairs that pose imminent danger within 24 hours.

Regulatory Focus and the Future

Any Questions?

