

HOUSING TECHNOLOGY™

HOUSING TECHNOLOGY 2025

HOUSING TECHNOLOGY 2025 CONFERENCE AND EXECUTIVE FORUM

IT innovation & culture

How can IT & business teams innovate in social housing?

IT or business driven?

Creating fertile ground

Formal frameworks vs. freestyle

Inspiration or perspiration?

Making innovation mainstream

HOUSING MANAGEMENT

Planning & infrastructure, deregulation & scrutiny, 5G & Microsoft Copilot

FINANCE & ASSET MANAGEMENT

Retrofits, damp & mould, arrears & income collection, 3D visualisation & BIM

CUSTOMER MANAGEMENT

Life-saving alarms, self-service, smart homes, digital inclusion, TSMs & CX design

MAINTENANCE & REPAIRS

AI, application integration, planned maintenance, mobile transformation & cloud

INFRASTRUCTURE

Merger planning, project management, cyber security & fire safety

GENERAL NEWS

Risk management, house-building targets, digital readiness & business transformation



Share your successes (and failures)

As we open registrations for our 16th consecutive annual Housing Technology conference (11-13 March 2025, Nottingham), we'd love to hear from any housing providers interested in joining our roster of speakers, workshop moderators and/or CxO panellists.

The main themes for Housing Technology 2025 are:

- Data
- Artificial intelligence
- Customer service
- Cyber security
- Business intelligence
- Enterprise gains
- Finance
- Assets & infrastructure
- Staff & teams

If you or your team are interested in any of the above topics as a potential speaker, please email alastair@housing-technology.com about how you can be involved. For details about registering for Housing Technology 2025, please visit conference.housing-technology.com.

Award-winning performance

The Housing Technology Awards 2025 are now open (conference.housing-technology.com/awards). After the success of our inaugural



2024 awards, they've set the standard for recognising technology best practice in social housing: our awards are 100 per cent independent; free from commercial bias (no sponsors or entry fees); and judged by your peers.

Blow your own trumpet

If you're pleased with your work, proud of your last project or keen to share your experiences, we'd love to receive your entry for the Housing Technology Awards 2025, irrespective of the size of your organisation (size will be taken into account when assessing the entries).

The Housing Technology Awards will close on 31 December 2024. The awards are open to all housing providers, local authorities, ALMOs and any other organisations offering social housing. All entries are free for 2024/25.

Please visit (conference.housing-technology.com/awards) for full details about the awards, the various categories and submitting your entry.

Marking your peers' homework...

We're looking for a small number of senior housing executives to join the judging panel for our awards. As background, all award entries will first be short-listed by the Housing Technology research team, with the short-listed entries then judged by our external panel of senior housing professionals.

If you are interested in being one of the judges, please email awards@housing-technology.com for more details.

- 8x8 47
- Aareon 05
- Acutest 07, 32 & 50**
- Aico 11 & 38**
- Asprey Management Solutions 47
- BCHA 48
- Civica 08 & 13**
- Devonshires 56
- Eastlight Community Homes 63
- FireAngel 19 & 40**
- Flowlio 58
- FLS - Fast Lean Smart 32
- Gentoo Group 60
- Greatwell Homes 28
- HomeLink 11 & 38
- Housing Insight 36 & 37**
- HTG 25, 32 & 49**
- Lambeth Borough Council 28
- Lioness Recruitment 21**
- Longhurst Group 28
- Melville Housing 38
- Merthyr Valleys Homes 47
- Metaroom by Amrax 30
- Mobysoft 28
- Monmouthshire Housing 36
- More IQ 48
- MRI Software 42
- NEC Software Solutions 29, 32 & 43**
- Netcall 45
- Nexus Open Systems 16, 32 & 41**
- PlanRadar 24
- Plentific 32
- Propeller 48
- Quorum Cyber 52
- Royal Borough of Greenwich 42
- Rubixx 48
- Rugby Borough Council 48
- Social Telecoms 10 & 27**
- Southern Housing 48 & 49
- Thirteen Group 22
- Totalmobile 48
- Unloc 63
- Wisualarm 54
- Workday 60
- Zutec 62

EDITOR
Alastair Tweedie
alastair@housing-technology.com
@housingtech

PUBLISHER
George Grant
george.grant@housing-technology.com
housing-technology

DESIGN & PRODUCTION
Jo Euston-Moore
design@housing-technology.com

EDITORIAL AND NEWS
news@housing-technology.com

DIGITAL MANAGER
Sebastian Emerson
sebastian.emerson@housing-technology.com

RECRUITMENT
recruitment@housing-technology.com
jobs@housing-technology.com
@housingtech

SUBSCRIPTIONS
Subscribe at: housing-technology.com or
email: subs@housing-technology.com

THE INTELLIGENT BUSINESS COMPANY LTD
Hoppingwood Farm
Robin Hood Way
London, SW20 0AB, UK
Head Office: 0208 336 2293

PRINTED IN THE UK BY
The Magazine Printing Company
magprint.co.uk



Forthcoming events

HOUSING TECHNOLOGY 2025

11-13 March 2025
East Midlands Conference Centre
Nottingham

Check pages 04, 53 & 64

HOUSING TECHNOLOGY 2025 CONFERENCE AND EXECUTIVE FORUM

32 IT innovation & culture

IT or business driven?
Creating fertile ground
Formal frameworks vs. freestyle
Inspiration or perspiration?
Making innovation mainstream

How can IT & business teams innovate in social housing?

Housing management	05
Finance & asset management	22
Customer management	36
Maintenance & repairs	47
Infrastructure	49
General news	56

24 From blueprint to reality – Digitising housing retrofits



16 Is Microsoft Copilot right for you?



50 Project success – Do less, be efficient & provide clarity



22 Thirteen's award-winning debt recovery programme



56 Embracing AI & risk mitigation

TECHNOLOGY SHOWCASE Please see housing-technology.com/showcase for more information

ACUTEST Part of Trustmarque | aico HomeLINK | CIVICA | FireAngel | housinginsight | HTG | Lioness | NEC | nexus | Social Telecoms & Partners

PARTNERSHIP OPPORTUNITIES FOR HOUSING TECHNOLOGY 2025

Celebrating 15+ years of successfully connecting technology partners with social housing providers.

Join 500+ senior housing professionals at the social housing sector's leading technology conference – showcase your solutions, engage key decision-makers and grow your sales pipeline.

Networking

Meet new prospects and engage with existing clients.

Sales & marketing

Generate leads and collaborate with senior housing leaders.

Corporate exposure

Boost your brand visibility through our multi-channel marketing.



NEW FOR 2025

Dedicated conference app to enhance your networking reach and corporate visibility.



HOUSING TECHNOLOGY
2025 | CONFERENCE AND EXECUTIVE FORUM

LIMITED SPACES AVAILABLE
PLEASE CONTACT US TODAY

commercial@housing-technology.com
0208 336 2293
conference.housing-technology.com



East Midlands Conference Centre
Nottingham
11-13 March 2025

Preparing for the future of social housing



Greg Jackson, Head of Customer Success, Aareon UK

The new Labour government's policy details around social housing along with its proposed Planning and Infrastructure and English Devolution Bills are yet to be fully revealed. However, we do know the government plans to use housebuilding to kickstart the economy.

The new targets will be around 23 per cent higher than the previous government's. Combined with the government's intention to develop brownfield sites, involve local councils in how housing is built, move ahead with a £450 million investment into the Local Authority Housing Fund and devolve powers to local governments, it's clear housing providers will need to prepare to scale up their operations. As part of that scaling-up process, digitising systems and streamlining processes will enable housing providers to meet these new expectations.

More social housing

England is in the middle of a housing crisis. More housing is needed to ease the dire situation many people find themselves in. The government has set high targets, aiming for 1.5 million new homes to be built over the next five years; this is an increase to 370,000 houses per year from the previous government's target of 300,000 per year through its term in office.

The 23 per cent increase is ambitious, particularly in light of the previous government falling short of its targets over the past two years. The Labour government plans to get around the typical hurdles by overhauling the planning system and insisting housing will be built in the areas of greatest need. Councils will have a say on how houses are built, but not whether they are built. In instances where councils are not meeting their obligations, the government will step in to drive development forward.

Whether these homes are built on brownfield land, re-zoned greenfield land or earmarked grey-belt land, new housing stock is certain to add further pressure on housing providers' systems and processes. From assigning affordable housing to those in greatest need to maintaining and managing these properties, housing providers will do well to review their current systems and look for ways to improve them. Doing so will enable them to keep up with the greater capacity they'll be expected to manage.

Giving councils a voice

Labour's Planning & Infrastructure Bill will also standardise the methods used to calculate housing needs across all councils. By relying on up-to-date data, councils will be able to confidently identify the areas for development. But councils won't be able to say no to more housing. Once they've identified their housing needs and appropriate locations, they'll only be allowed to have a say on how they are developed.

Climate obligations and carbon-reduction targets will influence the specifications of how developments are built and managed. Because of this, technology ecosystems that enhance sustainability and future-proof these areas are likely to be a core part of the requirements for developing and managing these communities.

Housing management software to automate facilities management processes is the kind of technology that stands housing providers in good stead. When organisations scale, data-driven decision-making becomes crucial. Quick and simple reporting abilities to prove regulatory compliance can save organisations hours and keep them ahead of the many day-to-day issues that are part of social housing. In short, the automation of standard processes saves everyone time and headaches.

Improved planning abilities, efficiencies and sustainability, delivered by reliable and accurate data and automated workflows, will lead to better tenant services and more cost-effective service delivery.

Future-proofing communities

Local Growth Plans will bring with them statutory requirements for town regeneration schemes. Involving local communities in the development and regeneration of their area means that the supporting infrastructure (e.g. road improvements, new GP surgeries and schools) is far more likely to be tailored to those communities' needs and expectations. It's a tactic that somewhat future-



proofs new social housing by ensuring that the expected amenities are within easy reach of households.

MPs are prepared to step in to make decisions for areas that fall off track or begin falling behind the targets they're expected to meet.

Housing providers will benefit from digitisation for reporting to their councils about housing stock, maintenance records and other management metrics they may need to provide. One example would be Awaab's Law and the requirement for housing providers to respond to hazards such as damp and mould within strict timeframes. Quickly proving compliance with new (and older) housing regulations will save management teams time and frustration when reports are needed.

Digitise systems for a smoother ride

Labour moved quickly, as promised, with revisions to the National Planning Policy Framework and there's no reason to expect the detailed strategy will be delayed. This will be published in the coming months and will hopefully provide the clarity everyone is waiting for.

Housing providers that haven't started to digitise their systems should treat this period as an opportunity. Now is the time to review digital tools and choose a partner for the journey ahead. Make the most of this time while the government dots the i's and crosses the t's on its long-term strategy.

Systems that streamline the day-to-day management of housing stock and securely record key information about maintenance and tenants should be prioritised. Housing management systems already in place should be at the heart of new integrations with more specialised software to further streamline processes. Integrating technology solutions (no matter who the provider is) leads to greater efficiencies, faster decisions and better data visibility.

It also helps with compliance and meeting the demand for a sustainable future. The right software ecosystem for

managing large numbers of housing stock is no longer just a 'nice to have'; it's an essential tool for any housing provider keen to continue delivering a valuable service to tenants and the councils they work with.

Software providers supporting the housing sector are poised to support and develop their systems for clients. At Aareon UK, we're looking at ways to make it easier to track work related to Awaab's Law. Thanks to regular feedback and communication with our customers, we've been able to provide the kind of tailored and proactive support they need.

Prepare now for what's to come

Although we're all waiting for clarity on the government's housing strategy, there's no reason not to prepare for the road ahead. Laying the foundations for greater efficiencies within your organisation and gaining the ability to streamline and automate processes wherever is possible and practical will put housing providers in a strong position.

We know that working closely with the right technology partner makes a huge difference to housing providers who want to stay organised, increase their capacity and lower their costs. It keeps them moving confidently toward current goals and able to adapt to new demands.

Getting organised and on top of responsibilities now won't just help housing providers to continue delivering their services, it will also help them adapt and scale faster in response to whatever lies ahead.

Greg Jackson is head of customer success at Aareon UK.



Juggling time, cost, and quality on your IT delivery?

Use smarter approaches to unlock savings using existing resources

What we delivered to our customers:

Time



Projects back on track and delivered to their expected deadlines

Cost



Real savings from the project budget (£5 million for one client)

Quality



90% fewer defects in the later stages of testing

Acutest is a consultancy focussed on Quality Assurance and Testing of IT and business change, with over 20 years of experience.

Our expert consultants will collaborate with your team to optimise the delivery of your housing IT programmes or projects.

Download our e-book using the QR code to learn how we are leveraging generative AI to accelerate successful IT delivery.



Scan me

Get in touch with us

0845 2101 500 | enquiries@acutest.com | acutest.com



From bricks to bytes

Mark Holdsworth, Sales Director, Civica

The social housing sector stands at a watershed. On one side, we have a history of deregulation and autonomy; on the other, we have a future of intense scrutiny and data-driven decision-making.

The tragic events at Grenfell Tower and the introduction of Awaab's Law, forcing housing providers to fix damp and mould problems within strict time limits, have ushered in a new era of accountability. But are housing providers genuinely prepared for this seismic shift?

The intersection of technology, data and culture will define the next chapter in social housing, and various related trends and challenges will shape our sector in the coming years.

Cloud control

First, it's easy to dismiss cloud computing as old news but many housing providers are still grappling with on-premise solutions. Migrating to the cloud isn't just about storage; it's about unlocking new possibilities for service delivery and operational efficiency.

Cloud platforms offer unparalleled flexibility and scalability, allowing housing providers to adapt quickly to changing regulatory requirements and tenant needs. They also provide a foundation for advanced analytics and AI-driven insights, which will be crucial in the data-centric future we're hurtling towards.

But here's a provocative question: are we moving fast enough? While other sectors have embraced cloud-native approaches, many social housing providers are still experimenting.

IoT maturity

Like cloud computing, we've been talking about the internet of things (IoT) for years, but its potential in social housing is only now beginning to be realised. Smart devices can revolutionise how we monitor and maintain

properties, from detecting damp and mould to optimising energy usage.

Yet slapping a sensor on a wall isn't innovation. The real challenge lies in creating meaningful use-cases that benefit tenants and housing providers.

Also, how do we balance the potential of IoT with privacy concerns and the risk of creating a 'surveillance state' in social housing? It's a delicate balance, but one we must get right to harness these technologies' full potential.

Data-driven insights

If cloud computing is the foundation, data is the currency that will power the future of social housing (and all those IoT devices). The sector is sitting on a goldmine of information about properties, tenants and communities, yet that data is often siloed, inconsistent and under-used.

The challenge isn't just about collecting data; it's about making it meaningful and actionable. We're seeing a shift towards customer-centricity, with tenants rightfully demanding more transparency and personalised services. However, meeting this promise requires a fundamental rethink of how we approach data management.

Standardisation is key. For example, the work being done by the government's Ministry of Housing, Communities and Local Government (MHCLG) 'local digital' team on housing data-sets will lead to more consistent data across the sector.

Therefore, housing providers must improve their digital savviness. In the future, will a housing officer's ability to interpret data be as vital as their interpersonal skills? Yes,

I'd argue. The most successful housing providers will be those which can blend human empathy with data-driven insights.

Cultural transformation

While technology grabs the headlines, the most significant barrier to innovation in social housing is often cultural. For too long, data and IT have been the preserve of a select few within housing providers. That era is over.

The increasing regulatory burden and the need for data-driven decisions mean every employee, from the CEO to frontline staff, must become data-literate. It's about fundamentally changing how we think about information and its role in delivering better tenant outcomes.

It makes sense that the next generation of housing leaders will come from technology backgrounds rather than traditional housing routes. Why? Because the future of social housing is inextricably linked to digital transformation.

Introducing professional standards for housing officers is a welcome development but it's just the beginning. As the sector becomes more regulated and data-driven, we'll see a growing demand for new skills and expertise.

Data analysts, UX designers, and AI specialists will become as crucial to housing providers as other more traditional roles. But how do we attract this talent when competing against the private sector's deep pockets?

The answer lies in purpose. Social housing offers something that many technology companies can't; the opportunity to make a real difference in people's lives. We must leverage this purpose-driven mission to tempt the best and brightest minds to our sector.

What's next?

As we look to the future, several trends are likely to shape the landscape of social housing:

- **AI-driven predictive maintenance**

Machine-learning algorithms will analyse data from IoT sensors to predict and prevent maintenance issues before they occur, dramatically reducing costs and improving tenant satisfaction.

- **Blockchain for transparency:** Distributed ledger technology could revolutionise how we manage property records and tenant interactions, providing an immutable audit trail that enhances accountability.

- **Virtual reality for tenant engagement:** VR technology could transform how tenants view properties and participate in community planning, increasing

engagement and reducing void periods.

- **Automated compliance reporting:** As regulatory pressures increase, AI-powered systems will automate much of the compliance reporting process, freeing up staff to focus on value-adding activities.
- **Digital twins for asset management:** Creating virtual replicas of housing stock will enable more efficient planning and maintenance, optimising the lifecycle of assets.

Ultimately, the future of social housing is digital, data-driven and dynamic. Realising this vision requires more than just investment in technology, though. It demands a fundamental shift in how we think about our role as housing providers.

We must embrace a continuous innovation culture, where failure is regarded as a learning opportunity rather than a setback. This mindset shift is crucial for fostering creativity and agility in an ever-changing landscape.

Equally important is investing in data literacy across all levels of the organisation, making it a core competency for every employee. This widespread understanding of data will empower better decision-making and more efficient operations.

Another vital step is forging stronger partnerships with technology providers, working collaboratively to solve the sector's most pressing challenges. These partnerships can bring fresh perspectives and cutting-edge solutions to longstanding issues. At the same time, we must advocate for regulatory frameworks that encourage innovation while protecting tenants' interests, striking a balance between progress and responsibility.

Perhaps most importantly, we must prioritise digital inclusion, ensuring the move toward digital services doesn't leave vulnerable tenants behind. This commitment to accessibility will be vital in maintaining trust and delivering equitable services to all. By embracing these changes and challenges, we can create a more responsive, efficient, and tenant-focused future for social housing.

Mark Holdsworth is the sales director at Civica.

CIVICA



The next leap

5G & beyond for housing

Rob Mottram, Marketing Manager, Social Telecoms

Believe it or not, the UK is at the forefront of telecommunications, particularly in Europe, and we are fortunate to witness evolutionary steps unfolding right before our eyes.

EE, for example, has demonstrated that it has the fastest data network and the most reliable voice and data capabilities for 11 consecutive years, according to twice-a-year, real-world testing reports from RootMetrics. EE's acquisition and subsequent integration by BT Group has provided it with an unrivalled fibre network, enhancing data capacity for its mobile network in rural areas and boosting overall performance everywhere.

The main feature in this edition of Housing Technology covers 'IT innovation and culture' (see page 32); in line with that, later in this article we'll look at the innovations we presented at Housing Technology's Data Matters 2024 event at the British Museum, including the launch of 'true 5G', known as 5G Standalone, and the network-slicing feature it enables.

What's next for us? Well, we're thrilled to announce an amazing development at Social Telecoms. It's rare for an organisation to become an EE partner, but we have become part of a small number of direct partners of EE services and the first to specifically target a vertical market – in our case, it's you, the housing sector.

Where we began...

Our journey in housing began with some of our senior team coming together nearly 25 years ago. Housing associations (as they were being called back then) were popping up as housing stock was transferred from local councils at a time when digital mobile communications, known as GSM or 2G took off in the UK. It was a vertical market we chose and have remained with ever since. We have been dedicated to supplying tailored telecommunications solutions that meet the unique needs of this sector; we have even established a social mission as a Community Interest Company to promote digital inclusion in our customers' communities.

We have a new chapter with EE and BT Group to celebrate, and we reaffirm our commitment to the housing sector with the best tariff package we feel the sector has seen and with the fastest, largest and most reliable 4G and 5G networks around.

What's next for 5G?

5G has ushered in another sequel in the saga of mobile connectivity, and the latest is known as 5G Standalone (SA). The first iteration of 5G built on the robust platform established by its predecessor, 4G, which in turn laid the groundwork for the high-speed internet and connectivity we enjoy today. For 5G, the 4G core network provided essential functions such as authentication and session management, allowing for a faster and more cost-effective rollout of 5G services for the short term.

While this was a great starting point, the goal is to transition to the long-term solution of 5G SA. Operating independently to 4G, it unlocks the full potential of 5G such as ultra-low latency and network slicing.



3000 SERIES

FULL CIRCLE PROTECTION

Simple and intelligent, the 3000 Series provides whole property coverage.



The technologically advanced 3000 Series includes both **Multi-Sensor** and **Single-Sensor** alarms, detecting **Fire** and **Carbon Monoxide** from just one range, while maintaining the simplicity that installers love.

Smart, connected and future-proof.



Add the Ei3000MRF for wireless interconnection and data extraction via the Ei1000G Gateway



A tremendous amount of work is taking place to get the UK ready for the arrival of EE's own 5G SA network. EE has already built and moved onto its new dual-mode 5G core, engineers are upgrading RAN sites up and down the country, and they're incrementally testing and tweaking to ensure that EE achieves its ambition to be the UK's best 5G SA network when it launches.

What that means is better performance, capacity and reliability from day one, but 5G SA isn't just about what's on offer at launch. It's also about creating a platform for advances down the line in terms of the new services and capabilities it will deliver to consumers and businesses alike – short-term evolution, long-term revolution.

To that end, there's a massive amount of work taking place in BT's Network Services, Architecture and Research departments (which already has over 4,900 patents in their portfolio). Not only are they preparing the 5G SA network for launch later this year but also to future-proof it so that they're ready to capitalise on future developments.

Ultimately, this is where 5G SA will enable game-changing performance which, coupled with the cloud-native benefits of scalability and speed of delivery, will be the catalyst for new services. BT is already the first European operator to achieve 5G carrier aggregation using five component carriers (5G CC CA) and promises to deliver potentially even faster 5G SA downlink speeds in the future (up to 2Gbps).

Slicing and dicing

Today, mobile internet traffic is carried across the same physical network. It's worked to date, but as the amount of data increases and more specialist services emerge, this approach will be less effective; more congestion and less responsive applications spring to mind.

Network slicing is a pivotal feature of SA, offering unprecedented capabilities in customising network resources. Operators can create multiple virtual networks on a single physical infrastructure. Each 'slice' can be tailored to meet specific requirements, such as dedicated capacity and latency, making it ideal for different use-cases.

Earlier this year, EE established network slices for gaming, enterprise and enhanced mobile broadband (eMBB) and showed how, by allocating a portion of the 5G SA network to provide dynamic partitions for specific use-cases, optimal performance can be maintained for bandwidth-heavy activities.

This validates the potential of network slicing for housing customers. Using enterprise and eMBB slices configured via URSP rules (which enable a device to connect to multiple network slices simultaneously depending on the application), it demonstrated consistent 4K video



streaming and enterprise use-cases using a Samsung S23 Ultra handset.

For emergency services, network slicing isn't just a technological advance; it's a lifeline. BT Group, entrusted by the Home Office to provide telecommunications services, provides them with their own dedicated network slices of the EE network. This ensures critical communications remain reliable and secure, even during high-demand situations.

Impact on social housing & local authorities

The rollout of 5G SA will have a great effect on housing providers across the UK. For example, there is the ability to allocate a portion of the network specifically for housing providers' operations, ensuring reliable and high-speed connectivity for critical services such as emergency response and community support systems.

Imagine a scenario where a housing provider has dedicated network slices for housing management and contact centre systems, ensuring smooth and uninterrupted service even during peak times when the network is congested with heavy traffic from other users. This level of customisation and control resemble a luxury in today's world but it will soon become the norm.

What you can do next

Earlier this month, Social Telecoms and BT partnered at Housing Technology's Data Matters 2024 event in London to present the art of the possible with 5G SA and Network Slicing. It was an opportunity to witness at first-hand the impact these technologies will have on your sector and beyond; the video will be available on Housing Technology's On-Demand service very shortly.

Rob Mottram is the marketing manager at Social Telecoms.



{ Better, faster, always-on...

User-focused housing
management software

Cx is the only housing management solution created to meet the challenges of the modern social housing provider.

- Supporting 5.3M social housing customers across the UK
- Simplified data insights
- Paper-free automation
- Service cloud platform.

**Software that supports
the evolving landscape
of social housing.**

Read more:





Reflections on Housing Technology's Data Matters 2024

George Grant, CEO, Broadcaster & Publisher, Housing Technology

As I reflect on our third Data Matters one-day event at the British Museum in central London, I feel a great sense of achievement, not only for Housing Technology but also for the entire social housing sector. Data Matters 2024 brought together so many knowledgeable professionals and it was truly exciting to see how engaged everyone was in discussing the future of data in our sector.



This year's event was particularly special, not just because of the wonderful venue but because of the depth of conversations and insights shared throughout the day. From the moment we kicked off with breakfast and networking, there was a buzz in the room that carried through to the final session. I'd like to personally thank everyone who attended and contributed – it was your participation which made Data Matters 2024 such a success – as well as the event's kind partners, comprising Experian, Mobysoft, Neo Technology, Social Telecoms and The Dot Collective.

We started the day strongly with a presentation from Home Group on 'Extreme Makeover – Data Edition', led by Faustina Tolosa and Simon Parker. It was a fascinating insight into data transformation, setting the perfect tone for the rest of the event. Alex Whitmore from BT/EE then gave us a glimpse into the future of 5G, while Gaurav Suri's presentation from L&Q really resonated with many, as he shared their journey from data silos to master data management.

Throughout the day, we heard from an impressive range of speakers, each bringing their own unique perspective. Whether it was Chris Fleck from Mobysoft discussing how to make sense of data or Shae McCalla from Notting Hill Genesis on building a data management culture, the level of engagement from the audience was clear.

Delegate feedback – what you told us

We're always keen to hear how our delegates experience the event, and this year we received some particularly valuable feedback:

"The shorter 20-minute presentations kept things snappy and to the point, which was fantastic."

"It was great to hear how different housing providers are tackling their data challenges – L&Q, Sovini and Notting Hill Genesis were especially insightful."

"There was an incredible atmosphere during the networking breaks and the event provided a great opportunity for new collaborations."

"This felt like a safe space to share, debate, and collaborate. Housing Technology is doing great work facilitating this!"

A call to action: data standards

One emerging theme was the question of data standards. Sheldon Ferguson from the Ministry of Housing, Communities & Local Government gave a great presentation on 'Improving Data Standards in Social Housing', sparking some really interesting and varied discussions

Technology will be doing some detailed research into the merits of data standards, protocols and frameworks; we'll be sharing more updates soon as this develops.



Afternoon sessions and networking

As the afternoon unfolded, Claire England from Orbit Group shared her very valuable insights on the challenges and rewards of delivering business value through data. The panel discussion on data governance, hosted by Experian, offered a great opportunity for collaboration and cross-sector dialogue.

We closed the day with excellent presentations from Sovereign Network Group and Sovini Group, showcasing the early adoption of data solutions and practical applications that many in the room found inspiring.

A heartfelt thank you

I'd like to extend a sincere thank you to our Housing Technology team – they put in a huge amount of work behind the scenes to make this event happen, and it showed. A special thank you also to the staff at the British Museum, who were wonderful hosts and ensured

everything ran smoothly. Lastly, a big thank you to all our speakers, partners and delegates for your contributions and enthusiasm throughout the day.

Looking ahead

With the Housing Technology 2025 conference coming up in March, I'm confident that the momentum from Data Matters 2024 will carry us forward. The relationships and ideas that came out of this event will help drive future innovations in our sector, and I'm excited to see where these conversations will take us.

Once again, thank you to everyone who made Data Matters 2024 such a success. We look forward to continuing this journey with you.

George Grant is the CEO, publisher and co-founder of Housing Technology.



Is Microsoft Copilot right for you?

John Brett, Operations Director, Nexus Open Systems

Microsoft Copilot is being pushed as the next big thing for businesses but is it right for your business?

Understanding the challenge

Determining if Microsoft Copilot is right for your organisation depends on various factors such as your company's size, budget, workflow complexity and specific needs. For housing providers and companies that rely heavily on Microsoft 365 applications, Copilot could be a valuable asset. It has the potential to streamline tasks, improve productivity and leverage AI-powered assistance. However, careful consideration of its features, costs and potential benefits is essential to make an informed decision tailored to your business requirements.

What is Copilot?

Copilot is an AI-powered assistant integrated into Microsoft 365 applications. It provides intelligent suggestions and assistance to users, helping streamline tasks, improve productivity and enhance collaboration. By leveraging natural language processing and machine learning, Copilot offers personalised support tailored to individual needs within the Microsoft ecosystem.

Key features of Copilot

- **AI-powered assistance:** Copilot harnesses advanced AI algorithms to provide intelligent support across various applications including Word, Excel, PowerPoint, Outlook and Teams.
- **Enhanced collaboration:** With Copilot, teams can collaborate more effectively by generating draft documents, summarising emails and facilitating communication within Microsoft 365 applications.
- **Customisable solutions:** Copilot offers bespoke solutions for different business needs, including finance, sales and customer service. Whether you require assistance with data analysis, customer engagement or security, Copilot has you covered.

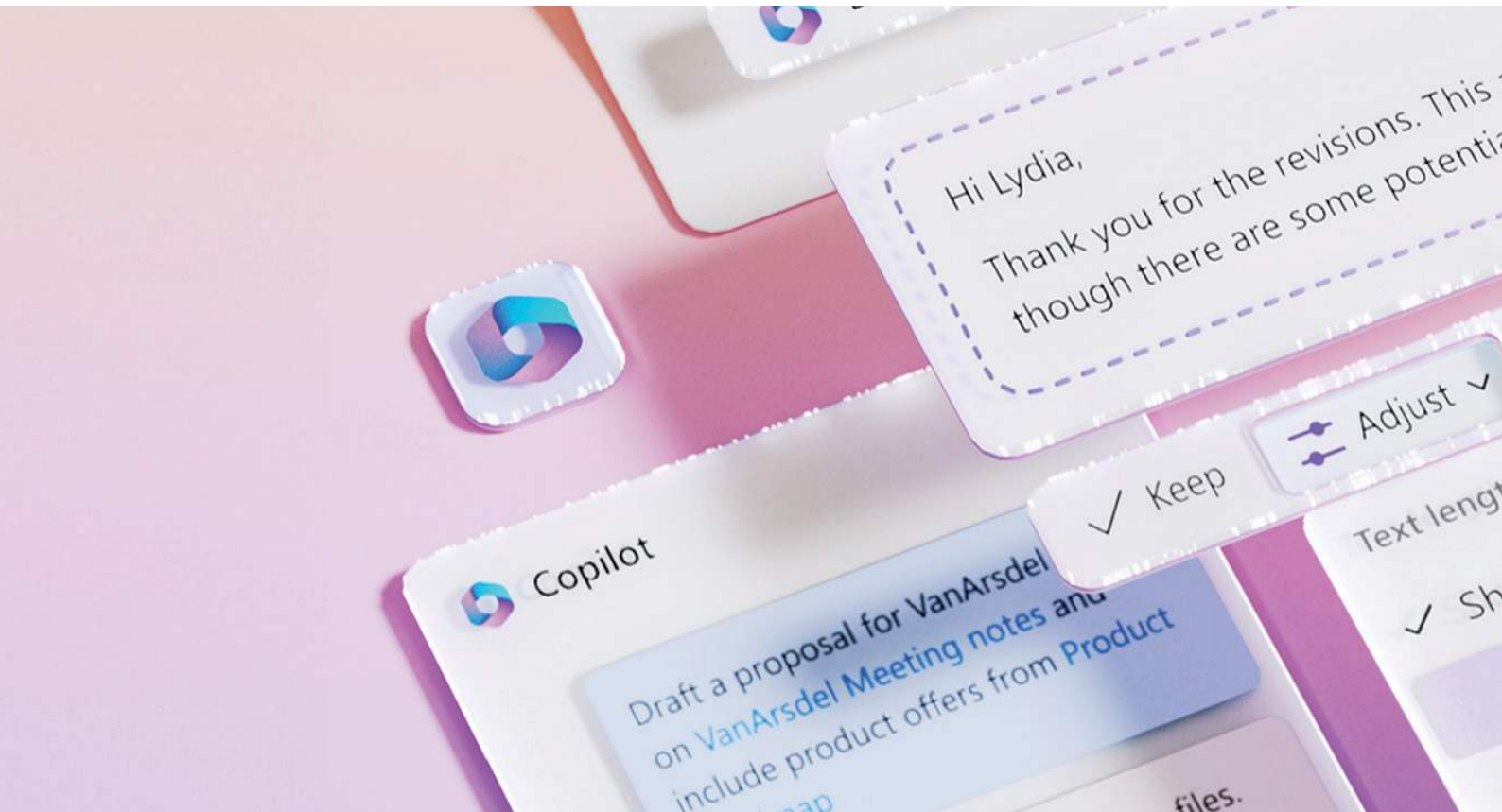
- **Seamless integration:** Copilot seamlessly integrates with Microsoft 365 applications, ensuring a smooth user experience across different devices and platforms.

Copilot works by analysing user interactions and data within Microsoft 365 applications, then leveraging AI algorithms to generate relevant suggestions and assistance in real-time. It uses natural language processing to understand users' queries and context, providing intelligent recommendations to streamline tasks and improve productivity.

How can Copilot help you?

Copilot in Word

- **Draft policy documents:** When you need to create comprehensive policy documents, Copilot can help draft these based on existing data and notes, ensuring consistency and saving time. This is particularly useful for housing providers that need to maintain up-to-date policies on tenants' rights, maintenance procedures and safety regulations.
- **Report writing:** Generate reports on housing conditions, tenant feedback or maintenance schedules with AI assistance to ensure thoroughness and accuracy. Copilot can help structure these reports, analyse data and even suggest improvements to ensure that all necessary details are covered, making the reporting process more efficient.
- **Document standardisation:** Ensure all documents adhere to the tone and style required by your organisation. With automated adjustments and suggestions from Copilot, you can maintain a consistent and professional tone across all communications, whether drafting tenancy agreements, tenant notices or maintenance guidelines.



- **Translation services:** In the housing sector, where residents may speak different languages, Copilot can automatically translate documents, ensuring that important information is accessible to all tenants. This feature helps housing providers communicate more effectively with non-English speaking residents, reducing misunderstandings and fostering inclusivity.
- **Sentiment analysis:** When drafting tenant communications or reports, Copilot can analyse the sentiment of the text, helping you to gauge how your message might be received. This is particularly useful when addressing sensitive issues, such as rent increases or eviction notices, ensuring that your tone is appropriate and empathetic.

- **Tone of voice adjustments:** Tailor the tone of your documents to suit different situations. For instance, Copilot can help you adjust the tone of a tenant newsletter to be more friendly and approachable or modify a policy document to be more formal and authoritative. This ensures that your communication resonates effectively with your audience, whether it's a casual update or a critical notice.

Copilot in Excel

With the huge volume of asset information, repairs history and tenant profiles, analysing and reaching conclusions for decision-making has never been more important.

- **Data visualisation:** Use the data in your worksheets to generate charts and graphs that visually represent trends and patterns in tenant demographics, maintenance requests or financial performance.
- **Scenario analysis:** Evaluate the impact of different variables, such as rent adjustments or maintenance costs, on your financial models or business forecasts with Copilot's tools and techniques.
- **Automate repetitive tasks:** Streamline Excel processes by automating repetitive tasks such as data entry, report generation and compliance checks, saving time and reducing errors.
- **Enhanced data insights with Power BI integration:** Leverage Copilot's integration with Microsoft Power BI to elevate your data analysis and visualisation capabilities. With Copilot's assistance, you can effortlessly pull complex datasets from Excel into Power BI, where advanced AI-driven features can generate deeper insights.

Copilot in PowerPoint

- **Presentation creation:** Create professional presentations for board meetings or stakeholder updates by integrating content from Word documents and Excel sheets, complete with relevant stock photos and design elements.
- **Speaker notes and interactive elements:** Generate speaker notes for additional context or talking points and include interactive elements such as polls or surveys to engage your audience and gather feedback.
- **Visual storytelling:** Enhance your presentations with AI-suggested layouts and graphics to effectively communicate your message about new projects, community initiatives or financial performance.

Copilot in Outlook

- **Email summarisation:** Summarise emails missed during absences and flag important items, ensuring you stay on top of critical communications.
- **Drafting important communications:** Create emails for sensitive matters such as rent-increase notifications or policy changes, with suggestions for appropriate wording and tone.
- **Organise your inbox:** Optimise your inbox management with suggestions for filters, folders or rules to automatically categorise and prioritise incoming emails.

Copilot in Teams

- **Meeting scheduling and summaries:** Schedule team meetings and suggest times that work for everyone by checking availability. Summarise key points from meetings and share them with your team.
- **Polls and surveys:** Create polls to gather input on decisions or surveys to collect feedback on projects or tenant feedback for improved engagement, ensuring you capture valuable insights from your teams.
- **Collaboration tools:** Facilitate better collaboration via tools that help generate draft documents and communicate efficiently within your teams.

Copilot in Dynamics

- **Boosted efficiency:** Automate routine tasks such as data entry and report generation, freeing up time for strategic work. Copilot helps reduce response times and speeds up decision-making by providing quick access to relevant information.
- **Better decision-making:** Leverage AI-driven insights to identify trends and patterns, enabling more informed decisions. Copilot can also simulate scenarios to predict outcomes and guide strategic planning.
- **Enhanced customer service:** Copilot delivers personalised recommendations and solutions, improving customer interactions. It also shortens resolution times by providing agents with instant access to key information.
- **Improved collaboration:** Facilitates knowledge sharing and best-practice suggestions across teams.

It also supports seamless communication between departments, ensuring alignment on goals.

By using Copilot in Dynamics, Microsoft's own customer service and support team saw significant improvements in its day-to-day operations. Response times became nine per cent faster and the time it took to close cases fell by around eight per cent. Even better, the time it took to find solutions decreased by 13 per cent and agents could resolve 13 per cent more cases on their own.

Pricing and availability

Copilot is available for an annual subscription fee of £24.70 per user per month. This pricing includes access to all features and updates, with no hidden costs or additional fees.

Your free Copilot assessment with Nexus

Before diving into an implementation of Copilot for Microsoft 365, it's crucial for housing providers to assess their readiness and ensure a smooth integration of this powerful AI solution. Nexus is offering all **Housing Technology** readers a free 'Copilot for Microsoft 365 Readiness Assessment', featuring a comprehensive evaluation conducted by experienced Microsoft professionals.

We'll assess your organisation's readiness across various aspects, including the Microsoft 365 platform and infrastructure, licensing alignment, and data security and compliance measures.

Request our free Copilot assessment

This assessment not only ensures that your organisation is fully prepared to leverage Copilot effectively but also addresses any potential security and data governance concerns upfront.

With our guidance and support following the evaluation, you can confidently move forward with implementing Copilot, knowing that you're making the most of this innovative AI solution while safeguarding your data and maintaining compliance.

Don't miss this opportunity to maximise the benefits of Copilot for Microsoft 365 – start with our free assessment today. Contact Nexus on 01392 205095 or email hello@nexusos.co.uk.

John Brett is the operations director at Nexus Open Systems.



FireAngel Connected

Remotely monitor interlinked alarms, environmental sensors, compliance updates and access real-time status updates with our Connected cloud-based platform.

Remote monitoring made simple

The Gateway is easy to install and can be added as the base plate of an SM-SN-1 or HM-SN-1 device, reducing installation cost and time.

Futureproof properties

FireAngel Connected has the adaptability to support social landlords in navigating evolving legislation and tenants needs.

Fire, damp & mould risk insight

Predict[®] uses unrivalled insight to support busy housing teams in protecting residents, properties and communities.

Environmental monitoring

The Home Environment Gateway, with in-built temperature & humidity sensors, helps pinpoint properties at risk of damp & mould.



Smart solutions for safer homes

FireAngel CONNECTED

 fireangel.co.uk/connected





**FIND
YOUR FIT**

**HOUSING
TECHNOLOGY™**

RECRUITMENT

**POST YOUR
VACANCIES TODAY**

VISIT
jobs.housing-technology.com

EMAIL
recruitment@housing-technology.com

TELEPHONE
0208 336 2293

OUR 2024 RECRUITMENT BUSINESS PARTNER

Lioness.

With almost 20 years' experience recruiting for social housing technology and IT roles, we know the kind of talent businesses are looking for – and where we can help them look.

We recruit for permanent, fixed-term salaried roles and contract positions. We use our unique network of connections across social housing and local authorities, facilities management, charities, sector-specific consultancies and specialist software houses.

FEATURED JOBS

MRI Housing Consultant

Remote
£500 per day

IT Director

Hybrid (London)
£85,000 - £95,000 pa

Product Manager

Hybrid (Cheshire)
£40,000 - £50,000 pa

FIND OUT MORE ABOUT THESE
VACANCIES AND APPLY AT

jobs.housing-technology.com



Thirteen's award-winning debt recovery programme



Kay Glew, Director of Operations, Thirteen Group

Thirteen Group won the silver award in the innovation category of the inaugural Housing Technology 2024 awards. Kay Glew, Thirteen Group's director of operations, explains the housing provider's award-winning arrears management programme.

Innovation is the future delivered; it lets us keep moving forward with purpose, to test boundaries and to find new ways to address old and enduring problems, improving outcomes for customers. In short, innovation is vital.

But why? Because the housing sector has faced unprecedented challenges in recent years. Every facet of the sector has been stress-tested as we continue to grapple with high labour costs, budget and resource constraints, and the prolonged impact of the cost-of-living crisis.

Debt & arrears

In tandem, debt levels have also risen. This has made the task of engaging with some of the most disadvantaged and vulnerable people in society all the more important, particularly when you consider that as a sector, we've been historically slow to adopt technology and innovative ways of working, which has led to low levels of customer engagement and poor customer experience.

As an organisation, Thirteen Group owns and manages 35,000 homes, providing housing and supported services across the North East, Yorkshire and the North of England. Given the size of our portfolio, we can't afford to be reactive and run the risk of disengaging or disadvantaging our customers. We have to be proactive in our approach, particularly when it comes to debt recovery.

Better resource allocation

In the last three years, there has been a growing need to free up more housing services coordinators' time to better manage the process of debt recovery, particularly when set against an uncertain economic backdrop.

To put this into context, we had an annual debt of approximately £157 million to collect in 2022. With debt recovery becoming an increasing challenge, we wanted to

implement a system that accurately predicted customer behaviours, allowing our team of 120 housing services coordinators to prioritise and focus resources more efficiently. We wanted a solution that replaced our widely-used legacy product that suffered from the creation of high-volumes or recommended manual interventions. Instead, we wanted to focus our team's effort on customers who really needed their help.

Caseload Manager

To achieve this, we needed to embrace innovation; we needed to take a proactive approach and work collaboratively to address the challenges we faced. Step forward Voicescape's Caseload Manager.

Caseload Manager assesses a range of long- and short-term risk factors to make intelligent predictions about individual cases for housing providers, developed in partnership between Voicescape and Thirteen Group.

Data science & behavioural insights

Harnessing the power of artificial intelligence (AI), machine learning (ML), and Voicescape's data science and behavioural insight expertise, it automatically prompts interventions, enabling us to deliver the optimum outcome for both the organisation and our residents.

Caseload Manager is designed to rapidly reduce active and new caseload generation, deciding whether no action, automated engagement or manual intervention is needed. By delivering the optimal intervention (channel, message & timing), Caseload Manager enables us to prioritise and focus our resources. While seamlessly integrating with our existing collections technology, it 'feeds' officers with cases in a controlled way so they can maximise their resources, spending more time with customers



who benefit from skilled manual interventions, such as supporting with benefit advice, or where appropriate making enforcement interventions.

By minimising the case list and automating engagement wherever it's optimal, Caseload Manager vastly reduces the number of manual tasks that coordinators need to do. This guarantees they're spending their time to the best effect.

Measurable benefits

We've embraced the very essence of innovation, with the aim of achieving a dramatic step-change in the arrears performance of the organisation and generating additional time to spend with customers. Through the development and implementation of Caseload Manager, we've transformed our approach to arrears management by improving our colleagues' decision-making capabilities and understanding of individual customers' needs.

Since implementation, Caseload Manager has been instrumental in:

- The recovery of £800,000 of arrears in the first few weeks of its use and maintaining an improved arrears position of around £250,000 per week;
- Taking 2,000 people out of debt;
- Reducing evictions by 40 per cent;
- Cutting the amount transferred to former customer debt by 12 per cent;
- Reducing the number of arrears cases requiring manual interventions by 65 per cent (the equivalent to 26 cases per housing coordinator and 6.5 FTE per week);

- Enabling us to recover our arrears position faster following seasonal peaks (e.g. Christmas);
- Increasing employee satisfaction (86 per cent of users said automation has made their day-to-day work easier);
- Freeing up two hours per week for each of our 120 housing services coordinators.

All of our arrears communications are now based on 'nudge' theory, so our automated messages are tailored to deliver a different result, and a different tone of voice in some situations, at a different escalation point to try and trigger different engagement responses. We're now considering how to take those 'nudge' principles and apply them to all of Thirteen Group's services.

Without Caseload Manager, we wouldn't have achieved the results we have this year. Caseload Manager has challenged our preconceptions around customers and how we manage interventions. It has also provided valuable insights, allowing Thirteen Group to refine our support for individual customers.

Kay Glew is the director of operations at Thirteen Group. The housing provider won the silver award in the innovation category of the inaugural Housing Technology 2024 awards.



From blueprint to reality

Digitising social housing retrofits

Rob Norton, UK Director, PlanRadar

With more than half of UK homes still having an EPC rating of C or worse, we need an extensive retrofit programme to hit net-zero goals.

Wales's target to enhance 230,000 social homes is a promising step forward but the construction industry continues to grapple with longstanding project management and quality assurance challenges that will hinder progress. Building standards vary widely between structures and contractors and asset owners are navigating an increasingly complex legislative landscape.

In a notoriously under-digitised industry, meeting the Welsh Housing Quality Standard and Optimised Retrofit Programme (ORP) goals will be no easy feat, requiring streamlined processes and precise record-keeping to ensure success. Many in the construction industry still lack the digital know-how to improve building processes, making user-centric technologies crucial for greater operational efficiency and a holistic overview of project information to align with legislation.

In line with the Welsh ORP, the retrofit process requires housing providers to follow a slew of regulations and manage the 'who, what, where, how and when' of individual properties. For example, housing providers must adhere to PAS 2035 specifications for energy retrofits, which demand various reporting metrics, including the number of premises involved, types of interventions and



detailed action plans for product and service suppliers. Each home must also have a 'target energy pathway', a strategic framework designed to guide each property towards a lower carbon outcome, while promoting energy efficiency. This level of attention to detail and organisation can't be achieved without digital support.

Retrofitting project management

One of the ways in which digital tools can support housing providers, contractors and other stakeholders is through



htg.co.uk

NEED AN AFFORDABLE ALTERNATIVE TO CITRIX?

Empower your team to work securely anytime, from anywhere - without compromising on performance with your Microsoft Secure Productivity Partner of the Year Finalist.

Choose AVD



Huge savings through
cost optimisation



Security by design
built-in



Non-disruptive rapid
deployment

See for yourself with a funded AVD pilot

htg.co.uk/get-in-touch

03304609828

HTG
SECURE CLOUD EXPERTS



comprehensive project management. Detailed timelines and milestones ensure that everyone involved in a project can access real-time updates and progress reports, enhancing transparency and communication.

Digitised reporting also eliminates the need for manual data entry, reducing the risk of errors that can lead to expensive delays. Visual tools, such as Gantt charts, provide clear overviews of deliverables, while automated workflows improve efficiency, giving teams more time to concentrate on quality building. Additionally, customisable report templates enable users to create tailored reports, further reducing administrative overheads and ensuring consistency across reporting formats.

Beyond task management, digital tools support quality assurance and compliance with stringent regulations such as the Building Safety Act and Part L. By capturing time- and geo-tagged photographs, as well as live onsite video evidence, these tools create a tamperproof digital audit trail to build BREL and other reports, ensuring the quality of builds.

Singing from the same hymn sheet

With many different teams working on retrofit projects, miscommunication can often lead to missing information and errors. It makes centralised, cloud-based platforms essential in facilitating the sharing of updates, files and messages. Users can securely access up-to-date project data, share information with stakeholders and collaborate in real time, regardless of location.

Blending seamlessly with daily workflows, the most adept programmes require minimal training, instilling confidence in less tech-savvy users. Meanwhile, interoperability ensures they integrate seamlessly with existing programmes, such as BIM, supporting greater data integrity and keeping all stakeholders aligned.

A bright future

Wales's retrofit ambitions present a significant opportunity to cut the UK's carbon emissions and provide better homes for thousands of people in need. As Wales moves forward with this transformative initiative, embracing advanced digital solutions will not only streamline operations but also foster a culture of innovation and resilience in the housing sector.

By harnessing the power of technology, the region can ensure that its social housing projects are delivered on time, within budget and to the highest standards. This proactive approach will serve as a blueprint for others, demonstrating that with the right digital tools and commitment, achieving ambitious environmental and social goals is within reach.

Rob Norton is the UK director of PlanRadar.

GET THE KNOWLEDGE.



MOBILE AIRTIME eGUIDE FOR HOUSING.

WHAT'S INSIDE:

- **COMPREHENSIVE INSIGHTS.**
Navigate through the nuances of mobile airtime, covering 4G, 5G, and what's next.
- **PUTTING OUR HOUSING EXPERIENCE IN WRITING.**
Learn how your sector has utilised cellular technology over the last 25 years.
- **ENHANCED SERVICE PLANS:**
Discover Set & Forget Contract Spend, Mobile Threat Protection and Network Slicing.

GET THE GUIDE:



JOIN US.

CUSTOMER EXPERIENCE IN HOUSING EVENT. & MICHELIN-STARRED DINNER.

Discover how **Social Telecoms**, along with its partners **8x8** and **EE**, can bring innovative CX solutions to benefit any housing organisation.

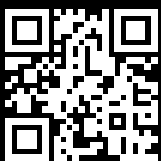
03 OCTOBER.
14:00 - LATE.

@8X8 EMEA HQ
Whitechapel
London.

@Restaurant 1890
By Gordon Ramsay
Savoy Hotel, London.



8x8



MORE DETAILS HERE.

hello.socialtelecoms.org.uk/SocialCXEvent
LIMITED SPACES AVAILABLE.
RSVP 24/09/2025.



Please note: The dinner at Restaurant 1890 by Gordon Ramsay is exclusively for housing professionals and guests of Social Telecoms to network and socialise together. Social Telecoms reserves the right to remove individuals from the guest list if necessary. RSVP 24/09/2025 17:00.

**BE SOCIAL,
STAY CONNECTED.**

Greatwell Homes' D&M case management with Mobysoft



Greatwell Homes has deployed Mobysoft's RepairSense platform along with its Damp & Mould module.

The introduction of the RepairSense Damp & Mould Module has allowed the housing provider to rethink its approach to damp and mould, resulting in thorough documentation and systematic follow-ups. The module has also optimised procedures for carded jobs, reduced repeat visits and improved resource utilisation.

James Norton, repairs and maintenance manager, Greatwell Homes, said, "Before we had Mobysoft's RepairSense Damp & Mould module, we relied heavily on human oversight, which could lead to errors. The module has introduced a crucial safety net, automatically verifying each job against our predefined rules, greatly enhancing our confidence in the accuracy of our damp and mould cases.

"One significant improvement is in handling incomplete jobs. If an operative fails to complete all specified tasks, the system flags it, allowing us to address problems promptly. Our surveyors can now access all necessary information in one place, reducing research time from half a day to about an hour for damp and mould cases. The Damp & Mould module has given us the assurance that no jobs will be missed."

Belinda Lord, revenue and income manager for homeownership and rents, Lambeth Borough Council, said, "RentSense has been a game changer for us. It has allowed us to move from manual spreadsheets to an automated system, significantly reducing our workload and improving our efficiency.

"We've achieved a TA collection rate of 95.5 per cent and reduced our current debt by over £181,000. The Mobysoft platform has also enhanced tenant engagement, leading to an increase in customer satisfaction from 65 to 80 per cent."

Longhurst boosts income collection with Mobysoft



Lambeth Council cuts arrears by £200k with Mobysoft

Lambeth Borough Council is using Mobysoft's AI-powered

RentSense platform to cut the arrears around its temporary accommodation (TA) by almost £200,000.

Before the introduction of RentSense, the council's small team of five income officers had to manually deal with a large number of arrears accounts using spreadsheets, leading to a backlog of cases.

Longhurst Group has transformed its income-collection processes with Mobysoft's RentSense software. The housing provider has reduced its arrears to 1.5 per cent, ahead of its target of 2.1 per cent.

Mobysoft's AI-powered platform has helped the housing provider to identify its priority cases and ensure that no cases are inadvertently missed. In turn, this has helped with earlier interventions, leading to fewer cases of arrears.

Melanie Groom, income recovery manager, Longhurst Group, said, "RentSense has been crucial in prioritising cases and managing our caseloads. This prioritisation allows our team to have more meaningful conversations around long-term resolutions, reducing the need for repetitive follow-ups."

NEC Housing

FREE UP RESOURCES WITH AUTOMATED UC RENT VERIFICATION REQUEST



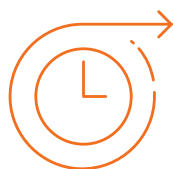
NEC Housing automates the completion and submission of Universal Credit Rent Verification requests, removing the need to manually verify every claim or change in circumstances on the Department of Work and Pensions Portal. Freeing up your valuable time to better support customers.

Automating between 80% and 85% of requests within NEC Housing, your team can reallocate resources with no need to switch between systems, re-key data or add pressure on in-house IT resources.

Get in touch to find out how much time you could save with UC Rent Verification.



Automate up to 85% of all verification requests



Free up time for higher value work



Help ensure accurate UC payments to customers



Meet DWP automation requirements



Keep a full audit trail



necsws.com/housing
housing@necsws.com

Orchestrating a brighter world

NEC



3D visualisation & building information modelling

Martin Huber, CEO & Co-Founder, Metaroom by Amrax

While much of the debate around reducing energy costs has focused on ‘big ticket’ initiatives such as installing heat pumps or solar panels, significant benefits can be gained from smaller, more incremental changes leveraged by technology.

Enter advances in 3D design and visualisation tools, with digitisation and building information modelling (BIM) propelling the housing sector towards efficiency, collaboration and sustainability. Now, with growth in the power of AI, designers and building owners can get unprecedented insights into how the layout of their properties influences a huge range of factors, including energy consumption, maintenance, health and sustainability.

Spatial data & artificial intelligence

The combination of spatial data and AI is a powerful cocktail. First, an astonishing number of data points can be collected that really drill down into how buildings are used in practice – everything from the routes people take through an estate and which windows lose the most heat, through to the efficiency of insulation or the impact of shared-space lighting. This information, coupled with predictive analytics, can be used to inform design changes that make building layouts more ergonomic, efficient and functional.

Virtual modelling tools can take any proposed changes or design ideas and allow stakeholders to see how they

work in practice. Everyone can work across the project's lifecycle, from owners to building managers. Shared digital representations allow teams to visualise, simulate and analyse design and construction or renovation decisions in real-time, ensuring alignment of vision and reducing expensive mistakes. Any number of tweaks can be made to marry what would work best in theory with practical reality. This is no small thing; it is manifestly different experiencing a design in 3D, VR or AR versus seeing it on a flat screen or piece of paper.

Experimentation & collaboration

This ease of collaboration and experimentation vastly reduces the time, cost and risk associated with designing or renovating properties. As a result, there is no longer a balancing act for a housing provider or building owner to strike between what they consider to be a safe, cost-effective solution and more complex considerations such as sustainability. In short, every need can be factored into the design and adequately balanced to get the best outcome.

Virtual modelling also enables the implementation of incremental changes. For example, experimenting



with new lighting solutions that reduce costs while also improving the health of living spaces. Housing providers don't have to guess what the impact could be or go through lengthy pilot projects. Instead, they can mitigate the risk through virtualisation, tailor their solutions to each building, and then roll out the changes faster and with lower costs.

Beyond sustainability, a major consideration is the health of homes for residents. There have been a number of cases of mould and damp having dire consequences for the occupier. 3D modelling can identify problems in existing properties with air flow and ventilation that contribute to these problems and provide low cost and clever solutions.

Building lifecycles

The entire lifecycle of a building can also be better managed. BIM has expanded beyond 'just' design and construction to encompass models for maintenance and space utilisation, including products such as Nemetschek dTwin, Autodesk Tandem and Catenda Duo.

And that's just the start. Eventually, the majority of buildings will be embedded with smart devices and beacons that will monitor energy consumption and a range of other factors in real-time. When combined with AI automation and visualisation platforms, we'll have an incredibly powerful set of tools to create ultra-efficient and



highly responsive 'living buildings' that will use considerably less energy and resources to maintain.

With AI, spatial data and 3D visualisation advancing hand-

in-hand, the speed and precision of room and building design and ongoing maintenance will accelerate further. In the not-so-distant future, machine-learning algorithms will be powerful enough to create design proposals with optimal efficiency.

With sustainability a growing concern for everyone, housing providers are already under pressure to be as green and lean as possible. Add the importance of helping tenants to reduce costs and maintain healthy homes and the argument for leveraging technology to make small but powerful changes becomes irrefutable.

Martin Huber is the CEO and co-founder of Metaroom by Amrax.



IT innovation & culture

Housing Technology interviewed technology and social housing experts from Acutest, FLS – Fast Lean Smart, HTG, NEC Software Solutions, Nexus Open Systems and Plentific on how housing providers can foster a culture of ‘bright ideas’ and then successfully transition those ideas into their daily operations.

Is IT innovation driven by technology or business teams?

John Brett, operations director at Nexus Open Systems, said, “IT innovation should be a collaborative effort, led by business teams with input from technology teams to ensure alignment with the overall business goals.

“Business teams can identify opportunities based on market needs, while technology teams contribute expertise on feasibility and emerging technologies, with IT-led governance and security frameworks to support innovation without stifling it.”

Jeremy Squire, UK managing director of FLS – Fast Lean Smart, said, “Technology experts drive IT innovation with their technical expertise, but this comes from a broader culture of innovation stemming from the overarching vision of housing leadership.”

Niall Quinn, director of operations at HTG, said, “From my experience of housing, IT innovation is driven primarily by technology teams. However, it’s only as good as the end-users’ experience; success is down to the business teams working diligently to ensure it is sufficiently adopted and understanding how best to use it internally.”

Cem Savas, CEO of Plentific, said, “Technology teams take a lead on IT innovation driven by business needs. Innovation is a way of achieving significant business growth, with technology teams collaborating across the housing business.

“With higher expectations from residents, greater regulatory pressures and a challenging operating environment, technology innovators will be asking themselves how they can support housing business growth by connecting all stakeholders efficiently, using data to optimise and streamline property operations.”

Background requirements for innovation

Jess Winfield, senior assurance consultant at Acutest, said, “Innovation relies on several key factors. A housing provider should have a culture that nurtures creativity and problem-solving skills among its staff: creative thinking for generating new ideas; critical thinking for triaging these new ideas; and design thinking to approach problems from a user-centric perspective.

“The housing provider must also be willing to invest in research and development. Access to financial,

technological and human resources are all necessary for innovation, with organisational support through a culture that encourages experimentation and risk-taking, leadership that prioritises innovation, and open communication channels."

Trevor Hampton, director of housing solutions at NEC Software Solutions, said, "You need to first understand the capability of technology and what you want it to deliver for residents and staff."



"Innovation should be an essential part of the overall culture of every housing provider."

Jeremy Squire, UK Managing Director,
FLS - Fast Lean Smart

"For instance, if your main aim is to free staff from mundane administrative work, then AI could automate many manual tasks. Introducing AI-enabled technology helped PA Housing flag when rental payments started to slide much earlier than a human could analyse the data. Staff could also use the AI-generated insights to differentiate between a short-term late payment problem and a more serious situation where there's a significant risk of arrears."

FLS's Squire said, "In developing innovation by framing and realising new creative concepts, there's always the possibility of failure; the skill is to realise this and ditch those unsuccessful ideas as quickly as possible, saving on development costs."

"If we look at Bromford's Innovation Lab launched 10 years ago as the first in the housing sector, its mission was to grow the brightest ideas to tackle issues facing its housing business, with the lessons learnt helping the overall housing sector as a whole. Ideas for improving services for residents are tested at the Innovation Lab, such as developments in IoT, home automation, energy management or asset performance."

HTG's Quinn said, "The most important aspect is fostering a culture of experimentation and providing a cultural and technical environment where new ideas can be explored, discussed and tested without fear of failure."

"You also need an understanding of both the wider housing challenges and staff and residents' expectations, combined with 'horizon scanning' of new technologies and assessing how they might help."

Formal frameworks vs. 'freestyling'

NEC Software Solutions' Hampton said, "Freestyling innovation can bring benefits, particularly during the first phases of a project when you're defining what needs to be achieved or brainstorming ideas to solve a problem. This is when you want the creative juices to flow as freely as possible. However, having an overall framework which includes deadlines for research, IT development and live trials helps to keep projects moving forward."

"There's an element of risk when doing anything innovative. Having a framework can reduce the likelihood of time and costs spiralling out of control. It can also ensure safeguards are in place to protect residents and their data."

"For example, if AI-assisted technology is being brought in to prioritise the most vulnerable and speed up the process of allocating social housing, a framework will help to ensure the data security team is involved and that final decisions are fair, inclusive and always made by a human."

Nexus Open Systems' Brett said, "Housing providers shouldn't need to choose between a formal innovation framework and flexible 'freestyling'; both can complement each other."

"A structured approach, using frameworks such as Cyber Essentials, can ensure the technology aligns with business goals and meets security standards, with regular internal audits and assessments helping to identify risks and opportunities for improvement. At the same time, allowing flexibility encourages creative thinking and adaptability to new trends and challenges."



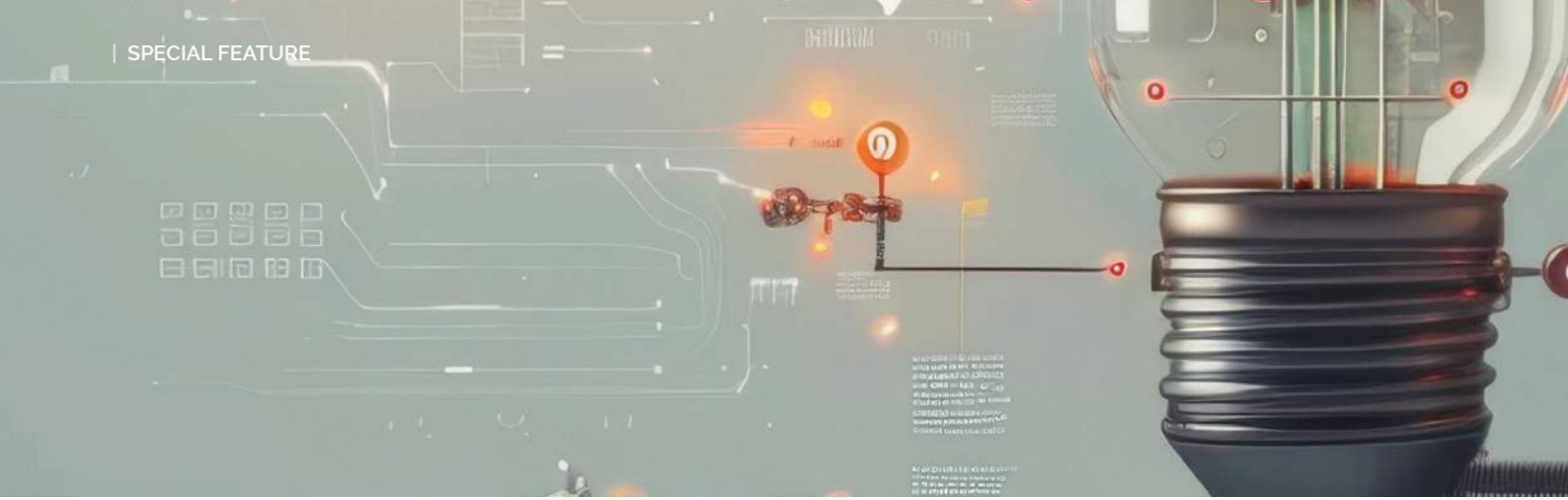
"Initial ideas are easy; turning those ideas into robust, 'industrialised' implementations is hard."

Jess Winfield, Senior Assurance Consultant,
Acutest

Is innovation inspiration or perspiration?

Acutest's Winfield said, "It might only take a moment to have a flash of inspiration but to turn that inspiration into reality almost always requires hard work, resources and persistence – perspiration, if you like."

"In a sense, the initial idea is the easy part. The process of turning that idea into a robust, 'industrialised' implementation is the hard part, involving meticulous



“Freestyling innovation helps most when you want the creative juices to flow as freely as possible.”

Trevor Hampton, Director of Housing Solutions, NEC Software Solutions

planning, problem solving and iterative improvements to refine and implement the inspiration behind the idea.

“For example, we have organised our internal teams to ensure there is sufficient time for both inspiration and perspiration, fitting them around our customer commitments. We do this by assigning teams (pods) to look at specific topics to incubate new ideas and solutions as well as having internal ‘lunch and learn’ forums designed to encourage cross disciplinary discussions and spark new ideas.”

FLS’s Squire said, “Thomas Edison’s famous quote holds true, regarding one per cent inspiration and 99 per cent perspiration; innovation is enabled for housing providers by using the expertise of their internal IT teams combined with external software innovators who have a view of the wider technology landscape.”

Plentific’s Savas said, “Innovation comes from integrating technology expertise across housing providers’ business models. We know the pain points of property operations such as missing data security and transparency, complex technology stacks and the fear of teams being able to integrate a new tool into their existing systems.



“Innovation starts with empowering employees to challenge the status quo.”

Niall Quinn, Director of Operations, HTG

“Automation is reducing the need for perspiration to achieve innovation; at Plentific, we’re striving to use innovation in technology and data to streamline and create efficiency in housing operational models.”

Fostering a culture of innovation

HTG’s Quinn said, “Creating a culture of innovation starts

with empowering employees to think creatively and feel empowered to challenge the status quo if they believe there is a better way to do things. That said, this is easier said than done because it requires a lot of buy in and support from housing providers’ senior management.”

Nexus Open Systems’ Brett said, “Empower your team to be brave. Let them explore new technologies to generate solutions that address real-world challenges by promoting a culture where innovation is allowed to both succeed and fail.

“Embrace a ‘no blame’ environment to encourage experimentation, demand more from your technology suppliers, and look at innovation from beyond the housing sector.”



“Embrace a ‘no blame’ environment, demand more from your IT suppliers, and look for innovation from beyond housing.”

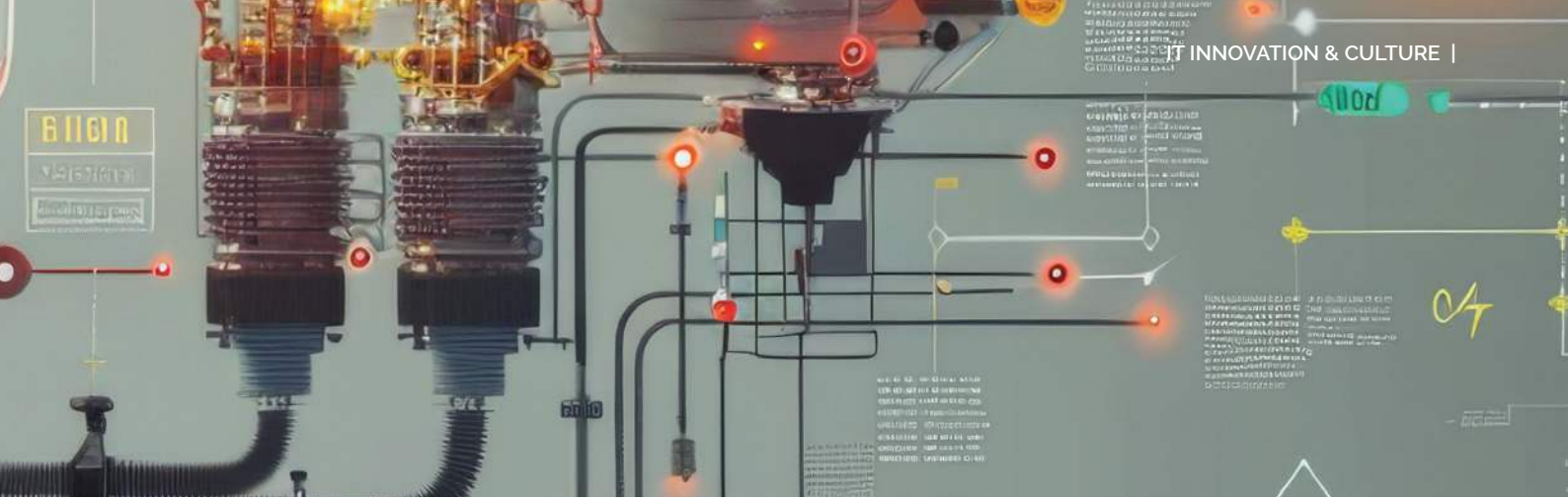
John Brett, Operations Director, Nexus Open Systems

Responsibility for innovation

Acutest’s Winfield said, “Innovation thrives when it is both a specific responsibility of some staff and also part of everyone’s daily work, ensuring it is prioritised and strategically managed while tapping into the collective creativity of the entire workforce. This works best when there are incentives for employees suggesting innovative ideas which are subsequently taken forward.

“On the one hand, having roles with dedicated responsibility for innovation or investing in R&D teams to find and incubate new ideas ensures focused effort, specialised skills and strategic alignment with the organisation’s goals. These teams can work on long-term projects with clear accountability and resource allocation.

“On the other hand, making innovation part of everyone’s job fosters an inclusive culture, drives continuous improvement and results in the practical integration of new ideas. Often employees involved in the detail of daily operations can identify insightful, practical, quick-win, innovations.”



NEC Software Solutions' Hampton said, "It depends on whether the innovation is designed to support a specific role or if it potentially has a much broader impact. For example, drones used by building surveyors to predict maintenance needs should be the responsibility of someone on the team who will understand how to get the most from the technology.

"Mobile devices, on the other hand, could give staff across all housing operations the ability to update housing records or access residents' information, anytime, anywhere. With such huge potential to reduce costs, improve services and increase efficiency, this type of innovation should become part of everyone's day job."

FLS's Squire said, "Innovation should be an essential part of the overall culture of every housing provider. For example, a growing number of housing providers already have innovation managers who are ambassadors for business transformation and service improvement.

"It's everybody's responsibility to ensure housing providers have a culture of education and openness, with events such as Housing Technology's annual conference, events and webinars supporting this vision."

From innovation to business as usual

Plentific's Savas said, "How can we help the UK housing sector to grow, creating superior resident experiences if stakeholders aren't connected efficiently, using data to streamline property operations for day-to-day activities? How can we come up with the perfect way to build and develop relationships with contractors to ensure the housing provider doesn't face disrepair claims? The answer is technology."

Acutest's Winfield said, "Transitioning innovations into mainstream, day-to-day housing activities involves a series of strategic steps, starting with small-scale tests to evaluate the innovation in a controlled setting in order to spot any potential problems and gather feedback.

"Engaging all stakeholders early in the process is crucial because their involvement ensures buy-in. Integration with existing systems and processes is vital to minimise disruption and enable a smooth transition, alongside regularly gathering feedback to help with iterative enhancements and to find areas for improvement."

NEC Software Solutions' Hampton said, "Piloting new technologies in a controlled environment is a great way to successfully integrate specific innovations into mainstream housing activities.

"When implementing significant changes, such as altering work processes, consider the added need for training and be prepared for resistance from staff. A methodical approach that includes regular consultation and communication eases the transition and minimises disruption."



"Automation is reducing the need for perspiration to achieve innovation."

Cem Savas, CEO, Plentific

HTG's Quinn said, "What I've seen work well is when housing teams are invited to workshops to highlight their challenges. And once you understand the challenges, start small; use pilot projects that allow for testing and refinement.

"The ideal world is where innovation is just a part of 'business as usual', and the end-users and residents' experience (IT or otherwise) is constantly being improved."

Housing Technology would like to thank Jess Winfield (Acutest), Jeremy Squire (FLS – Fast Lean Smart), Niall Quinn (HTG), Trevor Hampton (NEC Software Solutions), John Brett (Nexus Open Systems) and Cem Savas (Plentific) for their editorial contributions to this article.



Monmouthshire Housing launches self-service app with Housing Insight

Monmouthshire Housing has launched a new resident self-service app powered by Housing Insight's PanConnect software. The app gives residents easy access to essential services such as managing their rent payments and scheduling repairs.



Emma Gallo, Business Improvement Project Manager, Monmouthshire Housing

Emma Gallo, business improvement project manager, Monmouthshire Housing, said, "We're delighted to be launching our new app and we would like to thank all of our residents involved during the process. From its initial conception through to the final testing stages, their ideas and feedback have been instrumental in the creation of MyMHA.

"Our residents told us that they wanted to access their rent accounts and schedule repairs when it suited them, so MyMHA provides a seamless, personalised experience that's both user-friendly and easy to use 24/7.

"Thank you to Housing Insight as well. The PanConnect team helped to deliver our aspirations for MyMHA and ensured that the app will fit our needs and those of our residents into the future."

The project took seven months to complete, with Housing Insight providing insights and technical guidance throughout. The feedback from Monmouthshire Housing's initial testers has been overwhelmingly positive, with 27 tenants having tested the app so far. As a consequence, the housing provider is confident that the app will be a hit with residents and will streamline many time-consuming and inconvenient processes for them.

John Keegan, chief executive, Monmouthshire Housing, said, "We put a lot of thought and effort into picking a company that could give us a tenant app that would be easy to use and accessible for people who don't necessarily use technology very often, for example. We've been delighted to work with Housing Insight; the company has developed the best app to meet our needs and those of our tenants."



Nas Hayat, Chief Executive, Housing Insight

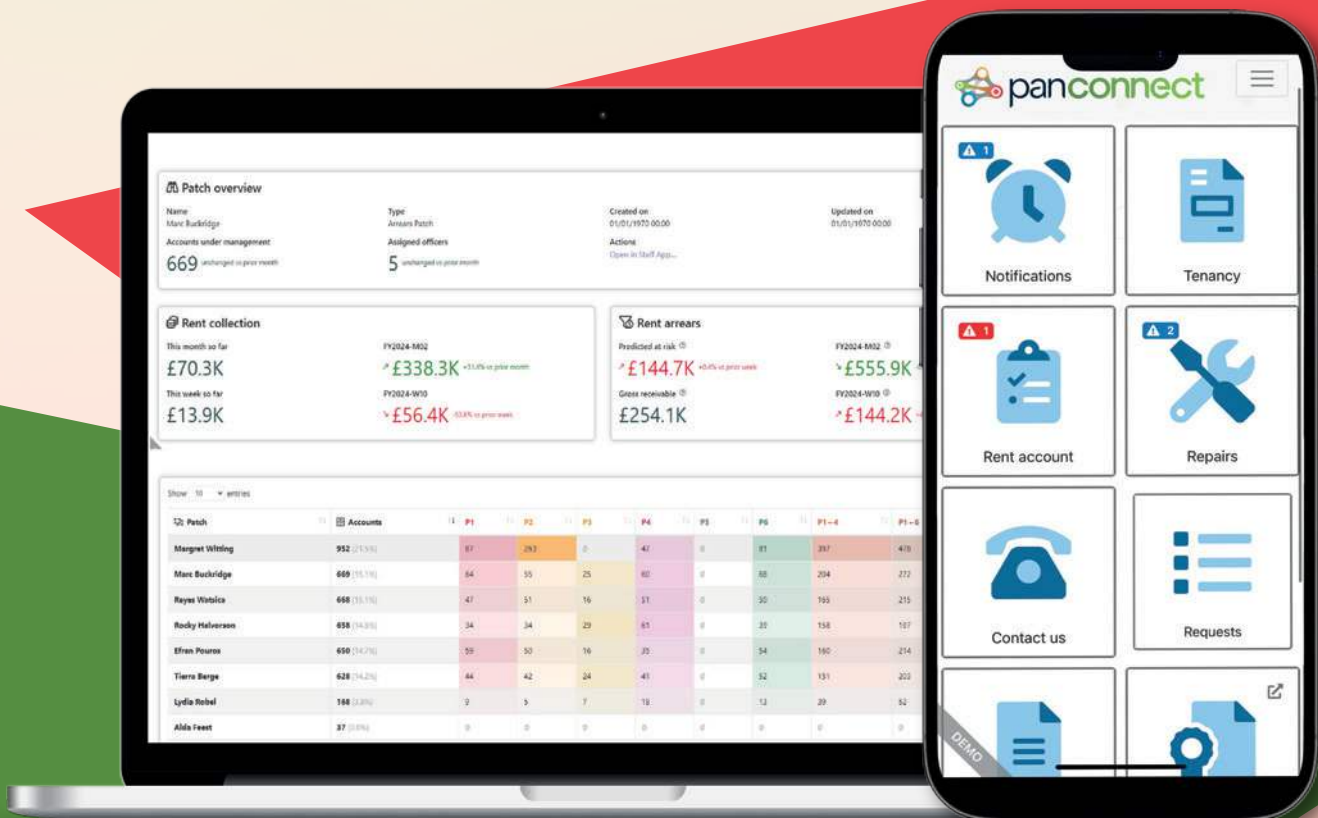
Nas Hayat, chief executive, Housing Insight, said, "We're proud to partner with Monmouthshire Housing. Our user-friendly app will make important communications between resident and housing provider slicker and simpler than ever before, and we can't wait to see the positive impacts over the coming months."



Your trusted partner for social housing software that delivers.

Empower your team with user-centric solutions for resident engagement and rents management.

Discover  panconnect





Aico's life-saving alarms at Melville Housing

An interlinked fire alarm system recently played a vital role in saving the life of a tenant living in a property owned by Melville Housing in Scotland.

Neighbours were alerted to the fire in Mayfield, Dalkeith, when home-safety specialist Aico's Multi-Sensor Alarm was activated and began to sound. Although the resident was initially unable to respond, neighbours who heard the alarms through the wall were able to wake them so they could get to safety.

Interlinked alarms

The fire started in the main bedroom of the property while the occupant slept downstairs. The flames moved quickly through to the upstairs hallway and activated alarms which were interlinked and located throughout the property.

Thanks to the AudioLink+ function of the Aico 3000 Series alarms, Melville Housing was able to review the data after the incident, which showed a peak temperature within the home of 102C, with carbon monoxide levels of 450ppm, nine times above the safe limit.

David Todd, property manager, Melville Housing, said, "After speaking with the fire service, neighbours and the tenant of the property, it's clear that the smoke and heat detection is very likely to have saved the occupant's life.

"The fire started upstairs in the property, with all alarms sounding due to them being interlinked. The occupant, who has complex needs, was unable to recognise the dangers but neighbours alerted him by banging on the door and signalling through the window. Thankfully, the occupant was ushered to safety and is now fine. The neighbours were alerted due to the noise from the alarms themselves.

"With us being able to take readings from the smoke alarms, which showed temperatures of over 100C and

carbon monoxide being nine times the safe limit, it left us in no doubt that the alarms were working, did their job and played a significant part in keeping everyone safe. The law on fire alarms means all Scottish homes need to have interlinked alarms, which this incident has proved is very important."

Life-saving peace of mind

Neal Hooper, managing director, Aico, said, "Lives were saved, which is the most important thing. This really brings home the importance of life safety and of having things in your home which give you peace of mind every time you go to bed. If the alarms hadn't alerted the neighbours and, ultimately, the tenant, a tragedy would surely have occurred. Instead, everyone was evacuated from the property and didn't come to any lasting harm.

"Fire and carbon monoxide alarms are critical life-safety devices, and this example, along with many others, is testament to the hard work and dedication we give to our products to ensure they perform as expected when they are needed.

"Too often people will wait until there is increased legislation and regulation before they're forced into taking life safety seriously. We do need better and clear legislation, but at the same time there are relatively inexpensive options which can be fitted to give you peace of mind."

Quality & functionality

All Aico alarms are manufactured in-house at Aico's factory in Shannon, Ireland, and each alarm is individually tested multiple times before it leaves the factory to ensure high quality functionality and quick responses.



Aico's Hooper said, "This incident illustrates the importance of everyone having functional, compliant smoke alarm and CO systems in their home. People often think nothing like this will happen to them, but it can, and it's important to stress to regularly test all of their alarms to make sure they're working and to check their expiry date."

Melville Housing has been working with Aico for a number of years and about 95 per cent of alarms in its properties have been supplied by Aico.

Melville Housing's Todd said, "Aico facilitates a number of roundtable events with housing providers which are very

well received and where we can share important knowledge about fire safety including smoke alarms and fire doors."

You can learn more about Aico and its life-saving alarm systems at aico.co.uk.



NEC Digital Studio to offer people-first design

NEC Software Solutions and Snook (bought by NEC in 2019) have launched a new service to help housing providers and public-sector organisations improve the design and delivery of their customer-facing digital services.

The newly-formed NEC Digital Studio combines the problem-solving and creative skills of Snook with NECSWS's expertise in delivering technology services for housing, health, policing, local and central government.

Marco Fiorentino, executive director, NEC Digital Studio, said, "The digital transformation of public services is most successful when the technology behind it is designed from the ground up with real people and real lives at its core."





Smart home-safety solutions for residents

Jake Sleeman, Business Development Manager, FireAngel

As the UK grapples with net-zero targets, the continuing aftermath of the cladding crisis and a shortage of affordable, good quality housing, ensuring the safety and wellbeing of residents has never been more important. FireAngel's business development manager, Jake Sleeman, explores some innovative solutions to protect residents and properties.



Despite energy bills predicted to decrease following Ofgem's price cap announcement in May 2024, there are still six million UK households estimated to be living in fuel poverty. And as we near the end of summer, many low-income families will soon have the devastating choice between heating or eating, leaving millions of tenants vulnerable to the onset of cold, damp and mould. At the same time, residents in buildings where dangerous cladding has been removed post-Grenfell may find their homes less energy-efficient for extended periods. The urgency to improve home safety for social housing residents has never been more pronounced.

Adapting to an evolving legislative landscape

The pressing need for fundamental changes to ensure

home safety has led to a rapid overhaul of legislation. The Fire Safety Act 2021 clarified accountability for fire-risk reduction in England and Wales, while the Social Housing Act 2023, strengthened by Awaab's Law, empowers residents to challenge failing housing providers if they feel unsafe in their homes or have damp and mould.

However, traditional methods to address damp and mould often remain ineffective, time-consuming and expensive. Anti-mould wall coatings and regular roof and gutter maintenance offer limited solutions, and incorrectly-installed cavity or external wall insulation can make problems worse. These challenges are particularly pronounced for social housing providers.

With waiting lists growing and placement times getting longer, housing providers face intense pressure to quickly address problems and house new tenants. Poor advice and limited access to specialist knowledge often result in superficial treatments, risking the recurrence of mould and damp.

Smart solutions for holistic resident safety

Connected technology presents a promising alternative for housing providers to monitor humidity and temperature levels in properties. Strategically-placed smart sensors can provide precise, real-time data, allowing early detection and resolution of potential issues.

Installing these discreet sensors enables housing providers to create a customised network of devices that detect everything from fire and carbon monoxide to temperature and humidity, water leaks and air quality. This technology allows housing providers to offer tailored support to tenants and provide accurate information on necessary changes in ventilation or heating practices.



Let's chat



Empowering the Housing Sector with Advanced AI Solutions

nexus | YOUR IT EXPERTS

In the dynamic world of social housing, staying ahead of technological advancements is crucial.

We specialise in providing bespoke IT solutions and support to the housing sector, focusing on the secure adoption of AI technologies such as Copilot. Our comprehensive IT support services and robust cybersecurity measures drive efficiency, enhance data management, and ensure seamless integrations.



Discover more today



01392 205095



hello@nexusos.co.uk



nexusos.co.uk

Smart sensors create a clear audit trail, recording accurate and regular environmental readings specific to each property and room, while the ability to analyse data remotely reduces the need for intrusive onsite investigations.

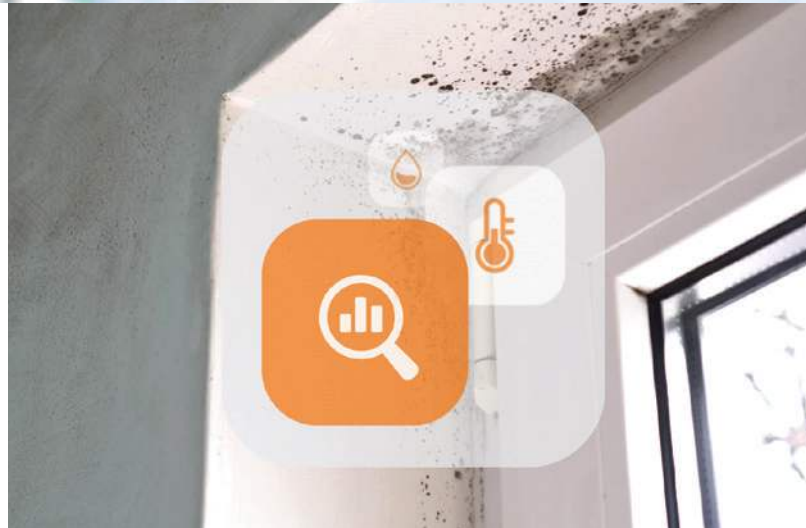
As home safety regulations continue to tighten, data collected from IoT sensors can also inform future regeneration projects. Analysing trends and patterns can help housing providers identify properties prone to damp and ensure appropriate insulation and ventilation solutions are installed.

Proactive prevention and protection

At FireAngel, our Home Environment Gateway delivers a comprehensive resident safety solution, integrating fire safety, AI-driven risk stratification and continuous environmental monitoring through in-built temperature and humidity sensors.

Through additional Zigbee sensors, our solution elevates resident safety and wellbeing to unprecedented levels, enabling housing providers to prioritise interventions for condensation, damp and mould, and enhance fire prevention measures for those most in need.

By leveraging smart solutions, we can create safer, healthier homes that protect residents today, tomorrow and in the future.



For more information on FireAngel's Home Environment Gateway, please contact our team of specialists at fireangel.co.uk/connected-contact.

Jake Sleeman is the business development manager at FireAngel.

FireAngel.

Greenwich slashes admin time for homelessness with MRI



The Royal Borough of Greenwich is using MRI Software's Homelessness Reduction software to improve its approach to homelessness, rough sleeping and temporary accommodation.

Alexander Ferry, housing inclusion project coordinator, Royal Borough of Greenwich, said, "Our old system was very basic, clunky and had no homelessness case level information collection (HCLIC) validation.

"The user experience with the MRI Homelessness Reduction software is like going from the first iPhone to an iPhone 14 – the difference is remarkable."

The new customer portal in MRI Homelessness Reduction has reduced the applications process time by around 80 per cent, from 46 minutes to under 10 minutes per application. The software has also improved Greenwich's internal case management through a combination of MRI's Dex data analytics tool and Greenwich's own Power BI tools to prioritise cases and workloads better.

Ferry said, "Our administration time per case has fallen by around 40 per cent since implementation, resulting in a significant reduction in backlogged cases. Our new system is much more logical and easier to use so that homelessness cases don't get lost in the system.

"Furthermore, the training provided by MRI means we've been able to create guides to continue best practice and optimal use of the solution."

With MRI Dex, Greenwich can now interrogate its data in much more detail in a fraction of the time. Dashboards include the ability to review performance by team or individual housing officers, at-a-glance open cases and what stage they are at, number of placements and positive outcomes and preventions by week or month.



Achieving digital and social inclusion

Richard Cookson, Lead Product Manager for Housing & Resident Management, NEC Software Solutions

Delivering inclusive services is a core principle for any housing provider. As communities become more diverse and the demand for equitable housing solutions rises, the challenge of meeting residents' needs intensifies.

Housing providers have a complex landscape of changing expectations and regulatory requirements to navigate in order to create an environment where everyone feels valued and supported. Technology is becoming an increasingly powerful ally to help housing teams bridge the gaps.

From improving accessibility and communication to optimising resource allocation and adopting community engagement, the systems and tools available to the housing sector can transform residents' experience and ensure no one is left behind.

Knowing your residents

The importance of full and accurate data on social housing residents and properties can't be underestimated. It's the bedrock of an inclusive housing service. It also enables housing providers to demonstrate their compliance with updated regulations, particularly in relation to vulnerable groups.

Housing providers need to know if a resident is elderly, speaks English as a second language or how many single-parent households they are supporting so that the right decisions can be made at the right time to meet their needs.

Online portals allow residents to self-serve to keep their details up-to-date if family or employment circumstances change. This helps providers understand what support people might need over time.

But not everyone is confident using technology or has access to the internet, so alternative ways to share information are essential to get a clear understanding of the entire resident population.

Capture a representative view

An automated phone line could make it easier for residents to communicate with their housing provider or get the help they need.

A resident who doesn't speak English could use a phone keypad to feedback on a repair in their preferred language, for example, or be redirected to a staff member

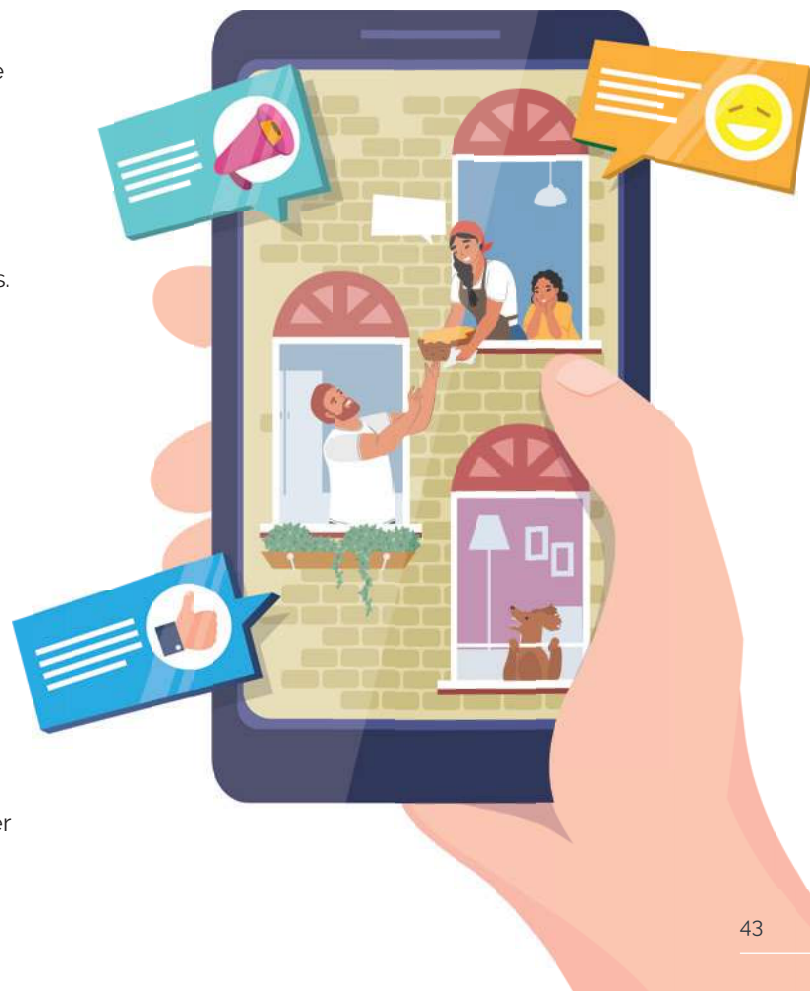
who speaks it. Phone lines can also be a useful tool for surveying residents who are visually impaired or don't have access to online channels, enabling them to respond to questions using the handset.

Some households may prefer a regular visit from their housing officer to discuss issues with their accommodation and share health or financial information. Providing different options to ensure staff have the most accurate information means they can make informed decisions about the services residents need and whether properties are being properly maintained.

The ability to track who has provided feedback and who hasn't helps ensure a representative view of the resident cohort is captured and considered when it comes to decision-making.

Put information in the hands of staff

Housing staff want to be able to spend their time supporting vulnerable residents, not searching through





physical files or accessing multiple systems to find the latest information they need to do their jobs.

When a staff member answers the phone, they need to immediately see if the resident calling to report a broken toilet, for example, is in a property with only one bathroom so the repair can be prioritised. If housing staff can see that someone phoning in worried about a neighbour has already been in contact by email, they can act quickly to ensure the safety of a potentially vulnerable resident. Housing management systems should be able to link up key information and make it easily accessible, like the role-specific 360-degree dashboard view provided by NEC Housing, so staff can respond better to incoming enquiries. Operatives in the field can automatically see if someone they're visiting is hard of hearing or disabled, allowing them to give extra time for the resident to answer the door, for example. This reduces the need for return visits when a housing officer mistakenly thinks nobody is home after a few minutes of no response.

Inclusive and fair allocations

The growth of AI and machine learning in the housing sector can significantly save time for staff by eliminating much of the data-crunching and complexities involved in managing the allocation of suitable properties. This technology has the potential to automatically calculate optimal housing arrangements, whether it's a family of four needing proximity to schools, a resident with a disability requiring a bungalow, or an elderly couple with a live-in carer. Staff also get the necessary information to make the best possible housing decisions for the people they serve.

Demographic data such as age, gender, ethnicity and income can be analysed quickly, allowing housing providers to identify patterns and disparities in housing allocations. They can then take action where necessary to ensure that decision-making is inclusive and fair.

Predicting maintenance and repairs

There is a fine balance when it comes to safety in the home. It only takes a broken light-fitting, failing boiler or

slow water leak to pose a risk. Innovations such as smart light-fittings, appliances and water sensors are becoming more widespread, making homes safer for everyone. These technologies also enable housing providers to anticipate maintenance and repair needs better, reducing the need for more complicated or expensive interventions later on.

Geographical mapping technology will optimise the workloads of maintenance teams by automatically calculating the number of repairs needed in an area, the distances between properties, level of priority and the time required on-site to complete the work. The resulting data could also allow housing providers to identify trends and patterns in maintenance and address underlying problems that may disproportionately affect certain groups of residents.

Supporting the human

Technology in social housing isn't about taking humans out of the equation. It's about ensuring the sector has systems that can free up housing staff to make the best use of their expertise and work as effectively as possible to meet the wide range of residents' needs.

By identifying and integrating the latest technology, housing providers can create a more responsive, efficient and compassionate service that ensures every resident receives the accommodation and care they deserve.

For more information on how technology can help you deliver an inclusive housing service, visit necsws.com/housing.

Richard Cookson is the lead product manager for housing and resident management at NEC Software Solutions.

NEC



Keeping vulnerable residents safe

Mark Gannon, Director of Client Solutions, Netcall

With the first year of annual reporting on the Tenant Satisfaction Measures (TSMs) now complete, housing providers are now patiently waiting to see how they've performed, with all results expected to be published in autumn 2024. However, if the results published over the summer by some local councils are anything to go by, many housing providers will be facing wake-up calls.

Charnwood Borough Council is one council that has already published its results, indicating poor satisfaction levels; only 58 per cent of respondents are satisfied that their home is well-maintained, and as few as 28 per cent of respondents are satisfied with the council's approach to complaints handling. Housing experts are predicting poor results for many housing providers, pointing to several factors including the lack of maintenance support, poor communication strategies and responses to complaints for such a stark decline in satisfaction levels.

The TSMs aim to improve the lives of social housing tenants by making sure that they are listened to, able to live in safe homes in good repair, and their complaints are well-handled. However, according to a Housemark survey, only 59 per cent of tenants feel their housing provider listens to their views, leaving almost half feeling overlooked. Early indications suggest that many housing providers aren't providing enough for tenants regarding building safety, housing conditions, maintenance and repairs. These early results highlight how crucial the new TSM reporting will be in defining what good tenant

services look like, while holding housing providers to account if the services aren't up to scratch.

The prediction of poor results

Analysis from Housemark indicates that overall satisfaction has fallen by around 15 per cent over the past five years, from 85 per cent in 2018/19 to 69 per cent in 2023/24. The overall satisfaction rates for housing providers were 73 per cent compared with 66 per cent for local authorities.

However, given that this is the first year of official TSM reporting, housing providers could arguably be given some leeway if they show improvement plans to meet the required satisfaction level. At the same time, there currently aren't any clear consequences from the newly-elected government on those that don't meet the required standard.

Rather than penalties for poorly-performing organisations, the government should help to create and enforce performance improvement plans. For example, the problems many smaller housing providers have is their

lack of funds to make significant improvements to cater to tenants. However, rather than penalising the housing providers and taking more money from them through penalties (and thereby exacerbating the funding problem), the government could work with them to create improvement plans that will ensure suitable changes are made.

Listening to forgotten voices

While the focus should remain on the housing providers to meet the TSM standard, the most important voices are often forgotten, those of tenants themselves. Feedback from tenants is a key priority for housing providers and it makes tenants feel listened to about topics such as housing conditions and maintenance.

However, most of the noise in our sector surrounds the need for housing providers to meet the new standards. Very little is focused on what tenants want, yet that is the fundamental point of the TSMs. It could be argued that there is a cultural problem within housing providers and that tenants' voices aren't brought into the conversation enough when it comes to reporting.

If housing providers want to improve on the predicted poor results then there needs to be a more proactive and engaged approach in their communities. Rather than just waiting for tenants to share their feedback, housing providers should be proactive and create multiple communication channels that allow tenants to share their voices. Collecting feedback can take up a lot of bandwidth but setting up the relevant channels will allow housing providers to easily collect feedback at any given time and then act on it.

Are TSMs enough?

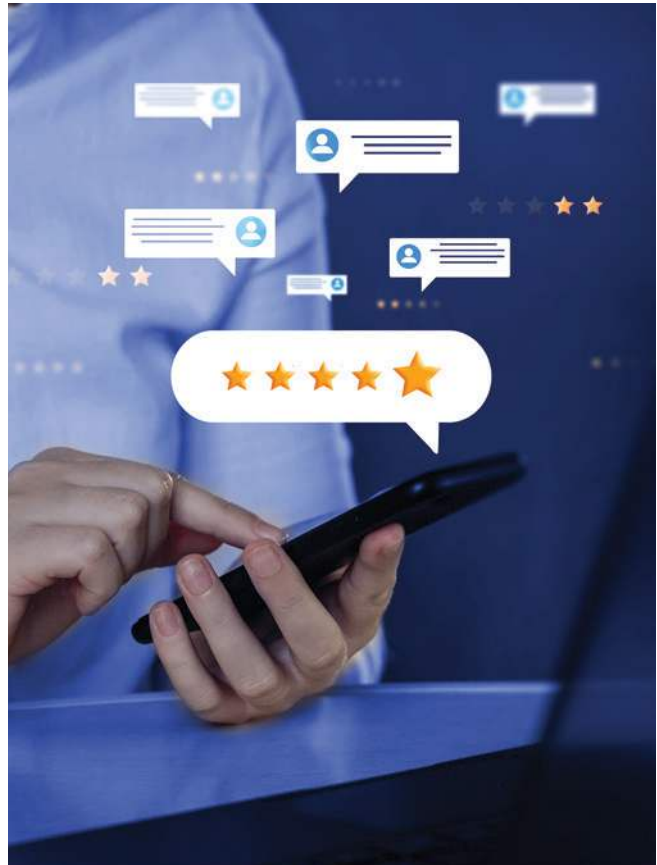
There is a debate about whether TSMs will have sufficient impact to push housing providers into action if results are poor or whether it's just a toothless framework telling us what we all already know but with no outcomes for failure.

Thus far, the available data suggests that the majority of housing providers are engaging successfully with the new framework. Many are finding TSMs useful, with a sizeable proportion of them using the results of TSM surveys to shape their services and business strategy for the next year.

Reporting TSM surveys isn't enough; housing providers need to share their solutions. Sharing knowledge and insights can be hugely beneficial, especially for smaller housing providers that can't gather as much data from their tenants as the larger housing providers can. Creating a more collaborative environment and sharing good practice will encourage other housing providers to act.

What to do next?

The majority of housing providers still use outdated systems and disconnected solutions; because of this, many tenants find it difficult to report a problem to their housing provider about housing conditions or building maintenance.



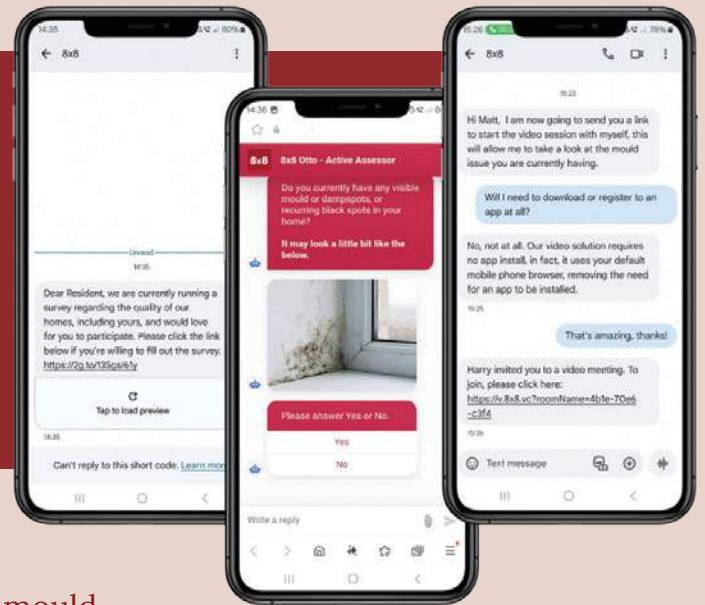
With the ongoing evolution of AI, there is now so much automation available to do the 'heavy lifting'. For example, using low/no-code solutions to create a case management system can integrate a wide variety of tenants' different concerns, including repairs, complaints, ASB and damp and mould, into a single, unified view. Using low-code tools, housing providers can harness data from multiple legacy systems to streamline workflows and create self-service tenant experiences by having the right data in the right place at the right time.

Using AI enables housing providers to implement preventative measures for tenants rather than reactive solutions. With the right tools and by leveraging technologies such as AI, low code and RPA, housing providers can keep tenants' needs clearly in focus, while achieving their TSM objectives alongside financial savings and productivity efficiencies.

TSMs should be considered as the minimum standard that housing providers deliver to their tenants. Everyone should be aiming to go beyond these standards, and with the development of new technologies, housing providers have the opportunity to ensure that tenants' voices are heard and acted on in a cost-effective and efficient manner.

Mark Gannon is the director of client solutions at Netcall.

8x8 launches AI-powered Active Assessor



8x8 has launched Active Assessor to help housing providers identify and resolve common repairs and faults such as damp and mould.

Built using 8x8's AI-powered messaging platform and its native video-escalation functionality, Active Assessor gathers, stores and categorises data to prioritise situations that need immediate action. It can prompt tenants to schedule evaluations online or connect with a contact centre agent via multiple channels. Housing providers can also bypass traditional labour-intensive and time-consuming processes such as property visits and repairs to gain up-to-date knowledge about the condition of more of their properties.

The 8x8 software has the option to use video to reduce expensive site visits and prevent conditions becoming hazardous and expensive to fix through early-warning alerts. Active Assessor includes intelligent, automated data collection and reporting without any agent interaction via its conversational AI self-service capabilities.

Richard Harvey, director of digital transformation, Housing Solutions, said, "Active Assessor makes it simple to gather essential information to report on the quality of our homes, improve property management and reduce costs."

Merthyr Valleys Homes signs up for Asprey Assets

Merthyr Valleys Homes, Wales's first tenant- and employee-owned mutual housing provider, has implemented a new asset and planned works management solution from Asprey Management Solutions.

Stacy Thomas, director of homes and places, Merthyr Valley Homes, said, "We're now entering the next stage of home improvements for tenants being WHQS2023 compliant, which drives an even better standard and a greater focus on energy efficiency and carbon reduction.

"Our new Asset Management system will enhance our strategic planning for the next 30 years as well as delivering an excellent service for our tenants – the Asprey platform will enable us to be more efficient in our working practices."

Southern Housing's mobile transformation with Totalmobile

Southern Housing has chosen Totalmobile to transform its field-service and mobile operations. The decision follows the housing provider's need to streamline its technology estate following the merger of Optivo and Southern Housing Group.

Southern Housing has adopted Totalmobile's suite of field-service solutions including Work Order Management, Enterprise Mobility and Lone Working Protection.

Paul Waters, director of reactive repairs, Southern Housing, said, "Totalmobile's solutions will enable us to enhance our operational capabilities, streamline processes and provide better housing solutions for our residents."

Rugby's new repair service with Totalmobile

Rugby Borough Council has launched a revamped digital repairs service for its 3,500 properties, built on a cloud-based platform from Totalmobile. The Totalmobile system will be used to schedule repairs more efficiently and allow faster responses to changes.



Totalmobile's Connect and Mobile solutions are part of a cloud-based platform which assigns repair tasks to the best-suited staff with the right skills and materials.

Rachael Savage, property repairs manager, Rugby

Borough Council, said, "The launch of our new Property Repairs Service is a significant milestone for us. The Totalmobile team has been incredibly supportive throughout the implementation process and we look forward to continuing our collaboration to enhance our repair services."

BCHA takes on Propeller, More IQ & Rubixx



BCHA has overhauled its maintenance and repairs services using an integrated set of separate SaaS products from Propeller, More IQ and Rubixx.

The software underpinning the housing provider's new maintenance and repairs services was integrated and delivered within six months. Alongside Propeller's workforce management solutions and integration services, More IQ's software is providing intelligent scheduling and Rubixx is offering its cloud-based housing management system.

Sam Bedford, interim director of transformation, BCHA, said, "Our partnership with Propeller, More IQ and Rubixx is a fundamental part of

our digital transformation strategy. We wanted to migrate from our legacy platforms to a complete suite of cloud-based products.

"We're already seeing positive results from the implementation of the Propeller and More IQ solution. Our engineers' performance and job scheduling can be managed faster and more efficiently, all from the same online system."

Dave Carr, managing director, Propeller, said, "For many housing providers, the prospect of overhauling

their IT systems within a year is 'mission impossible' but BCHA has proved it can be done.

"By breaking down silos and collaborating with like-minded partners, we've been able to implement a very agile and cost-effective solution, integrating complementary software specifically aligned to BCHA's needs. This has eliminated the need for several different products which takes much longer to deploy and manage."

Ahead in the cloud – Southern Housing's million-pound savings with HTG

Following a migration from on-premise services to Citrix Cloud in 2019, Southern Housing Group was experiencing poor performance and a sub-standard experience for its end-users.

Worried that this would affect its services to internal users and external customers, the housing providers arranged a full Citrix health check via Howell Technology Group (HTG). This included identifying environmental improvements and implementing a programme to improve service performance, system usability and the overall security of Southern Housing's Citrix estate.

Because of the success of the Citrix project, Southern Housing engaged HTG as a trusted advisor to support other areas of its business, such as understanding its security posture and a further programme of remediation and security hardening within its Microsoft technologies.

Planning a merger

After discussions with the Regulator of Social Housing and the Financial Conduct Authority, Southern Housing announced plans to merge with Optivo. Having worked extensively with Southern Housing, HTG was asked to advise on the technical requirements of the potential merger (if approved). After considering residents' feedback alongside financial due diligence and IT planning for a successful 'day one' of legal ownership, the merger was approved in July 2022.

Southern Housing, Optivo and HTG began implementing against the approved plan to deliver a merged tenant infrastructure. This allowed IT administrators to manage the entire organisation from a single Microsoft tenant, simplifying management, improving collaboration, reducing cost and enhancing security, all while presenting a single brand identity to external partners and customers.

After this, Southern Housing, Optivo, HTG and Microsoft's industry solutions team collectively began to set the vision for post-merger operational integration. This included merging technology services and business systems, the retirement of Optivo's largely on-premise environment

and a consideration of the business change priorities and dependencies for the future.

This 'day two' migration between Southern Housing and Optivo was successfully completed in late 2023, with HTG delivering in collaboration with Microsoft's global delivery teams.

Cost-effective cloud transformation

Post-merger, Southern Housing engaged with HTG to deliver a co-planned programme of work to ensure all applications resided in a single, secure Citrix environment.

An early step was to decommission Optivo's on-premise Citrix environment and migrate it to Southern Housing's cloud-hosted environment, thereby eliminating any reliance on on-premise hardware. By January 2024, the new organisation had a single Microsoft tenant, a single Active Directory of all users and a single cloud-hosted Citrix environment, hosting critical applications required by users of the newly merged organisation.

However, news began to circle within the Citrix community of significant increases in Citrix licensing subscriptions; by early 2024, there was clear evidence that these claims were accurate.

HTG has asked to investigate alternative virtual desktop solutions. It conducted a competitive analysis of numerous solutions and selected Microsoft's Azure Virtual Desktop (AVD). This was based on the housing provider's business needs and the provision of AVD licensing within its existing Microsoft licensing.

Successful AVD pilot

With AVD confirmed as the technology of choice, HTG launched a 50-user AVD pilot project across four business-critical applications. The success criteria for the pilot project comprised the delivery of a seamless

connection to AVD from all devices and ensuring all in-scope applications launched as expected when installed in AVD.

After the successful pilot, Southern Housing committed to replacing its Citrix infrastructure with AVD before its licensing expiry in June 2024. The project parameters included delivery within 12 weeks – any longer and Southern Housing would have been faced with significant cost increases due to being locked into a further three-year licensing agreement with Citrix.

Million-pound migration

Southern Housing's Citrix migration was planned over two phases to ensure a smooth transition to AVD.

In the first phase, HTG built a production environment, installed and tested the 18 applications identified for migration. HTG could then migrate over 5.5 million files of legacy on-premise data from Optivo to the new shared AVD client.

In the second phase, HTG packaged and deployed all 18 applications, delivered robust technical documentation, trained key IT leaders on AVD and implemented business continuity and disaster recovery services for the AVD platform (spanning multiple Microsoft Azure regions).

The efficiency of this migration underscored HTG's commitment, skilled resources and ability to deliver

rapid results while ensuring Southern Housing's licensing subscription savings were secured.

Well-positioned for the future

Douglas Silverstone, director of technology, Southern Housing, said, "It has been a long-term ambition to decommission Citrix. Completion of this project saves us £1 million over three years and delivers a more flexible and robust architecture for the future.

"Our business was reliant on Citrix and the migration to AVD was a significant undertaking. With help from HTG, we've supported the business on our transition and delivered major positive change without business interruption."

Interested in a cost-effective and secure alternative to Citrix, or want to explore how to achieve your goals with the Microsoft Partner of the Year 2024 Finalist for Secure Productivity? If so, please get in touch with HTG today.



htg.co.uk
htg.co.uk/get-in-touch
0330 460 9828



Project success Do less, be efficient & provide clarity

Tom Norris, Co-Founder, Acutest

Now is no time to think of what you do not have. Think of what you can do with what there is.



The Old Man and the Sea, Ernest Hemingway

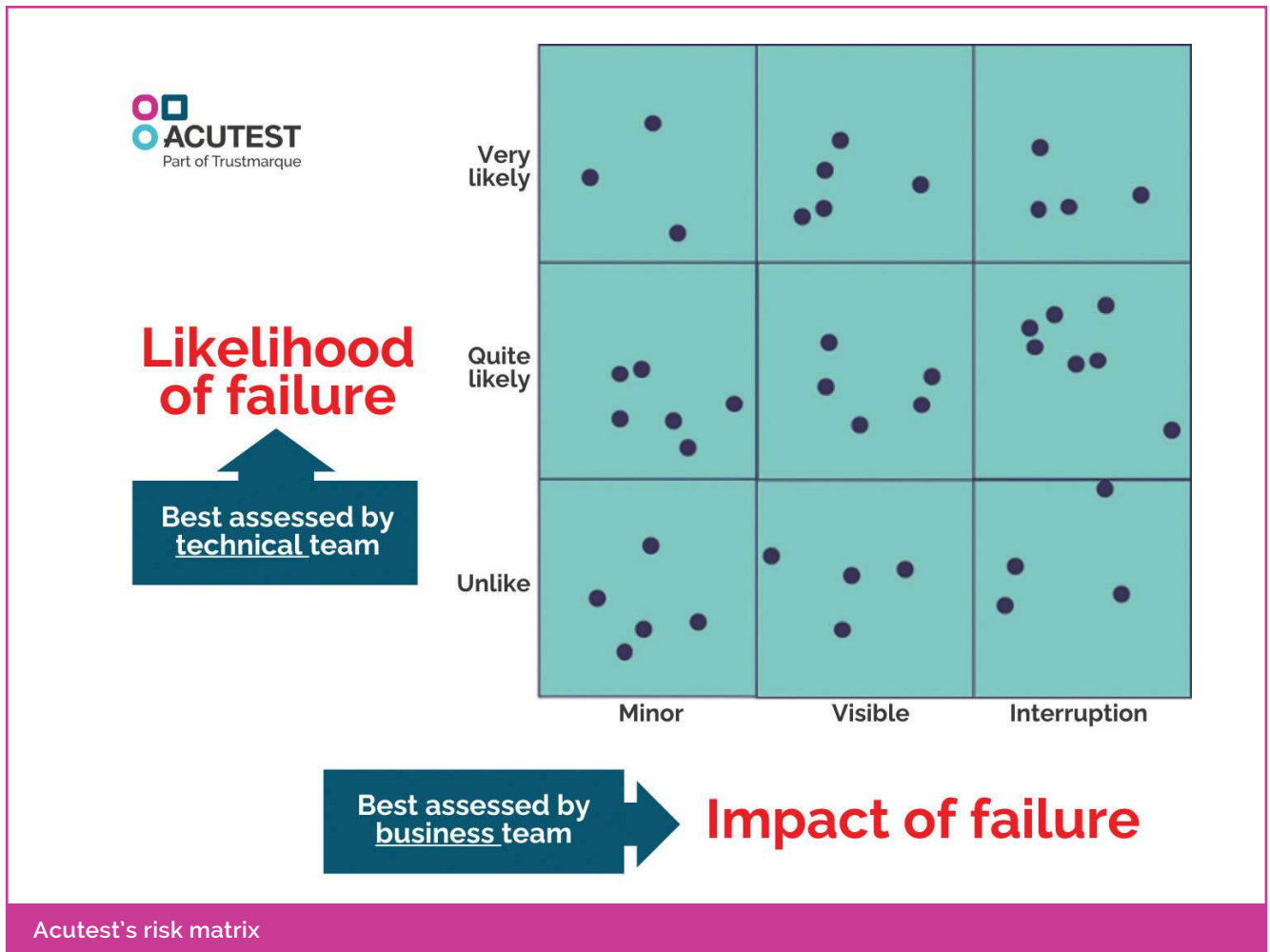
The balancing act: juggling time, cost, and quality

There's a saying that all projects have three main factors: time, cost and quality. Stakeholders usually have to choose which two are most important. This isn't always true; stakeholders often don't make informed decisions so projects take longer, cost more and still don't meet the users' needs.

Every project is limited by the resources available, so how can we deliver on time and make sure it works?

There are many tips, tools and techniques for supporting quicker delivery that we use at Acutest. But as Hemmingway suggests, it's not about what you don't have, it's about what you can do with what you have.

This article describes three principles that can help you deliver without extra resources, save you time and hopefully help your stakeholders to sleep well at night. It focuses on the easiest elements to control.



1. Do less – Essential tasks only

On every late-running project, we've seen teams working on things that don't matter. It's easier to spot unnecessary extras but it's hard to remove most non-essential tasks.

Identify the tasks that you must do by performing a risk assessment. Hold a workshop with both the business and technical stakeholders and ask yourselves:

- How likely is it that this technology will fail?
- How serious would it be to the business if it did fail?

Plot each of the tasks on a risk matrix like the one above and then focus your scarce resources on those tasks that occupy the top-right quadrants of your matrix. These highest priority tasks or features are the ones which are likely to fail and/or fail with catastrophic results.

Tasks occupying the lower-left quadrants are unlikely to fail and even if they did, users wouldn't usually notice. Plan to develop these features once the more business-critical and technically-complicated features have been delivered. People usually don't notice if minor features aren't delivered so if you run out of time, stakeholders will be happier going live without them.

2. Be efficient – Take every possible shortcut

"We always do it this way" – effective leadership will encourage everyone to find the shortcuts. There are two key rules to these shortcuts:

- Motivate everyone to collaborate and take the beneficial shortcuts. Be open and encourage stakeholders to let go of blinkered approaches and work efficiently towards common goals across the development lifecycle.
- Understand the advantage of every tool that is used. Quantify and agree on the benefits in advance, then choose and use tools only if you're confident they will economically deliver those benefits. Don't waste time and money on tools with no clear advantage.

A note of caution: if the shortcut causes technical debt, make a note and never hide it. For example, Acutest has focused on how our business analysts can work when writing requirements. We improved the speed of writing and approving requirements by tweaking the process and using generative AI. This led to fewer errors and requirements in a test automation-friendly format, saving time.

In our experience, precise requirements always reduce the number of defects, sometimes by as much as 90 per cent (data from a financial services customer used our approach to writing requirements in a second phase, enabling like-for-like comparisons).

3. Provide clarity – Use real-time status reports

It's human nature to want to please and consequently most project reporting presents a rosy view of a project's status. If there are problems that can't be glossed over

then there is little information to help management understand how bad the situation is, what action they need to take, and where should they spend their resources to mitigate the most important problems.

A common example of a project-status report from one of our clients showed that over 75 per cent of testing was complete and go-live was running only slightly behind schedule, giving the impression that management intervention wasn't needed. In reality, the project was in dire need of help:

- There were features in the functional requirements that weren't in the plan so they were not included in the reported 75 per cent figure.
- The least important features were the first to be worked on, saving the difficult ones for later. The missing 25 per cent of deliverables would take almost half of the project effort (not 25 per cent) and the time needed to deliver the most complex functionality meant that the schedule was going to be significantly exceeded.

If the project leaders want to be able to make informed decisions, it's vital that all stakeholders, not just the technologists, share a single view of what is going on. Stakeholders need to understand the status and progress of all activities and what this means for the overall project. This means your reports need to:

- Give a clear visual summary that can be absorbed in a glance and is readily understood by all stakeholders.
- Provide the context necessary to understand each issue by relating those issues to requirements, business processes or user outcomes.
- Prioritise the issues so that management time, decision-making and scarce resources are focused on mitigating the problems that will have the greatest impact and not on issues that users probably won't notice if they aren't fixed.

By replacing their standard reporting with a clearer and more informative approach, our client was able to:

- Focus their effort on high-priority items by developing and testing the features most likely to fail and interrupt the service.
- Report the status against the required features so that business stakeholders could answer the question: "if I decide to go live today, what would work?".
- Create real-time reports so everyone could immediately see the status of the project and take immediate remedial actions.

Ultimately the project recovered and the service went live on time. Some low-priority elements weren't delivered but no one noticed.

Call to action

Think of what you can do with what you have. Follow the three principles above and you'll find that you can always do more than you might expect.

Please contact me at tom.norris@acutest.com for more information and to discuss further.

Tom Norris is the co-founder of Acutest.



Cyber challenges in housing

Craig Watt, Threat Intelligence Consultant, Quorum Cyber



Research shows that cyber criminals are actively targeted the housing sector, probably because it's undergone significant digital transformation. As expected, this transition has coincided with a 20 per cent rise in cyber attacks against the sector as of October 2023, highlighting the growing threat posed to the sector by offensive cyber operations.

Housing organisations are highly desirable targets for cyber criminals because of their large volumes of sensitive customer data, including legal, financial and personally identifiable information (PII). Since January 2024 (reported incidents only, obviously), worldwide housing-sector cyber targeting breaks down into four types:

- 31 ransomware attacks (38 per cent);
- 29 data breaches (35 per cent);
- 12 DDoS attacks (15 per cent);
- 10 defacement efforts (12 per cent).

Multiple attack vectors

Of the wide array of attack vectors available to cyber criminals, ransomware attacks and the accompanying data breaches have emerged as the most prominent. We think this is likely to be because of the potential for the sought-after sensitive data to be leveraged for financial extortion. Criminals also perceive a lack of cyber-security awareness in the workforce.

We've also detected consistent trends that would also explain the surge in ransomware attacks against the housing sector. Ransomware operators are continuously developing their capabilities to remain relevant and to increase their yields of illicit revenue. This has included pivoting to more aggressive extortion methods, as well as crafting more malicious payloads to cover more operating systems (incl. Linux) compared with the typical Windows-based attacks of the past.

Phishing campaigns remain popular because this attack method, which involves the delivery of emails embedded with malicious links, is inexpensive, convenient to deploy and easily spreadable.

Watering-hole attacks

In addition, we've discovered a recent trend of housing providers being targeted with 'watering-hole' attacks. This is when threat actors apply social-engineering techniques against victims by tracking their online movements, thereby generating behavioural patterns of the most frequently-visited websites. The threat actors subsequently target these sites via known exploits or zero-day flaws and wait for the targets to visit the now-compromised website of their own accord, thus leading to a potential third-party compromise.

Finally, given that a significant portion of housing providers depend on third parties to supply services such as IT management, the threat of supply-chain attacks is worth mentioning. As organisations continue to strengthen their cyber resilience, threat actors have increasingly launched their attacks further along the supply chain, attempting to infiltrate third-party suppliers as an indirect mode of access into their primary targets.

Impact of a cyber attack

Housing providers are likely to suffer a variety of consequences following a successful cyber attack, including intruders accessing organisational data,

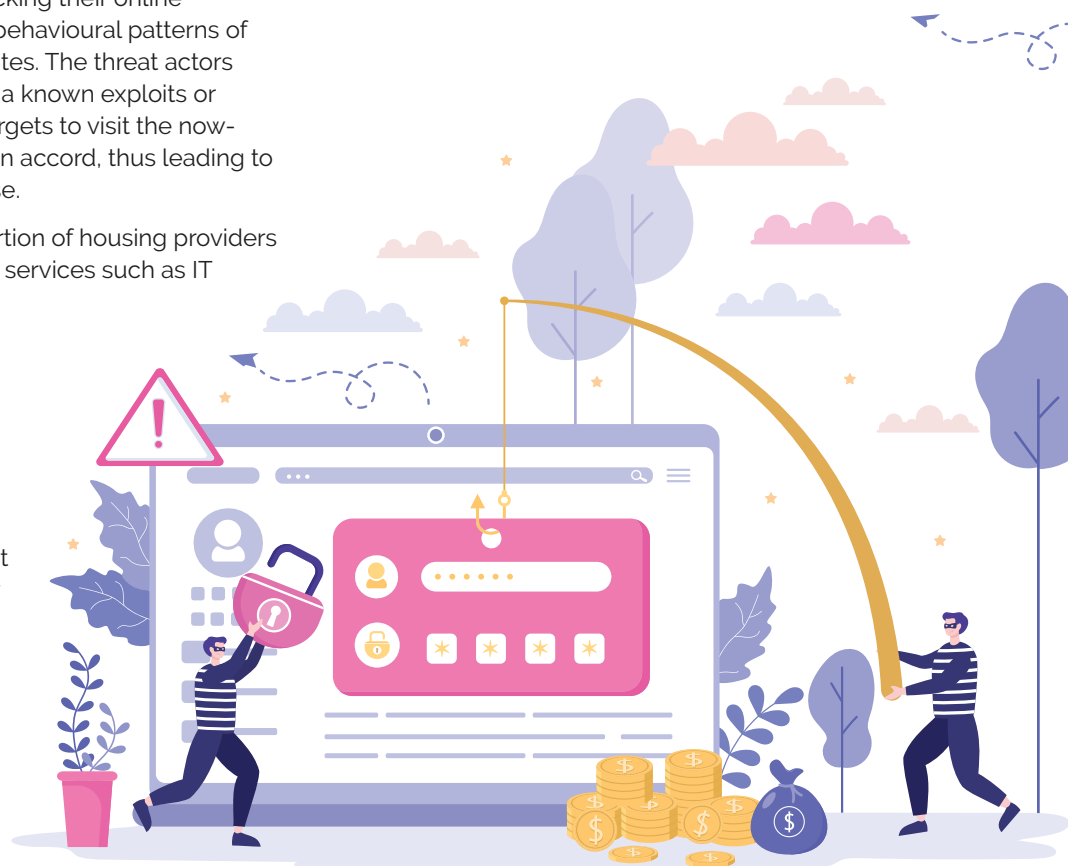
loss of service, financial loss and reputational damage. Fortunately, there is much that can be done to prevent the worst from happening.

Defence against these threats

It is critical for housing providers to understand how to defend themselves against cyber criminals; here are three key actions they can take:

1. Reduce the threat by detecting it in the early stages through the use of an effective and monitored end-point detection and response (EDR) solution. An effective EDR tool will block ransomware attempts once detected. Organisations can also perform routine back-ups of any sensitive data that's required for business operations and keep a copy offline in case back-ups are impacted by the attack.
2. To defend against phishing attempts, it's vital for a number of protocols to be followed including enabling multi-factor authentication (MFA), enforcing strong password policies and training employees in how to detect malicious emails.
3. Finally, to defend against the growing threat of supply-chain compromise, it's critical that housing providers ensure that their software is up-to-date and that security patches are applied as soon as they become available to prevent malicious cyber actors from gaining access to their network.

Craig Watt is a threat intelligence consultant at Quorum Cyber.





Real-time fire safety

Michael Lawrence, Marketing Director, WisuAlarm UK&I

Advances in technology are not only making fire detection more effective and reliable, but also smarter and more integrated with other smart home devices.

Traditional fire detection for housing is based on standalone smoke and heat detectors that trigger alarms when they sense the presence of smoke or a rapid increase in temperature. While generally reliable, the effectiveness of such devices can be limited by their susceptibility to false alarms and their inability to communicate with other devices and safety systems.

With the advent of smart technologies, smoke alarms have undergone significant improvements, such as advanced split-spectrum technology. This acts to reduce false alarms by using two wavelengths of light (an infrared photoelectric sensor and a second, blue LED) to detect smoke from both fast-burning and smouldering fires. The technology can also reduce the incidence of false alarms triggered by causes such as steam and dust.

Rather than relying solely on conventional smoke alarms for housing, smart technology now provides the opportunity to monitor other safety-critical criteria, such as carbon monoxide, heat and humidity levels. Monitoring

humidity levels is crucial because excessive humidity can lead to health-compromising situations such as damp and mould. On this point, the government has issued guidance by which housing providers must ensure that their properties are free from serious hazards; it says they must treat cases of damp and mould with the utmost seriousness and act promptly to protect tenants' health.

Wireless systems

Compared with hard-wired devices, wireless fire protection delivers a range of benefits to installers and end-users. Top of the list is that no wiring is needed because the devices are powered from sealed battery units and connect with each other via radio links. This provides a number of advantages, including faster installation times and avoiding damage to walls and ceilings caused by running cables.

Wireless technology also gives installers the freedom to place devices precisely where they are needed to create a system with optimal performance. Wireless fire alarm systems offer an ideal solution for buildings where cabling may not be practicable or desirable. They are also a versatile, practical and aesthetic choice for all building types.

Wireless fire detection systems can also be expanded more easily than their hard-wired equivalents. Housing providers can easily add new sensors, alarms or other

devices to the system without needing to rewire or make significant changes to the existing setup. Wireless systems are generally easier to maintain because troubleshooting doesn't require checking physical connections and battery replacements are straightforward.

The upfront costs of wireless devices can be slightly higher than their hard-wired equivalents, but when the cost-savings of faster and simpler installation and easier maintenance are considered, the total cost of ownership may be comparable.

Real-time information & diagnostics

One of the key innovations of fire detection systems has been the wireless gateway. Simply put, this is a device to which sensors are linked wirelessly, providing housing providers with real-time information and diagnostics on the status and health of sensors. Housing providers can also monitor and control their fire detection systems remotely, checking the status of sensors and batteries, silencing false alarms or testing the system via a mobile app or web interface.

When connected to a wireless gateway, environmental detectors provide real-time alerts about deteriorating humidity conditions that may lead to damp and mould. A wireless gateway can also be the key to integration with other smart home systems, such as security and lighting, creating a more comprehensive and holistic home automation network.

AI and IoT

AI is refining fire detection by making systems more predictive and less prone to false alarms. For example, AI-based detectors can analyse patterns in smoke and heat data to determine the likelihood of a fire more accurately. AI systems can also learn from previous incidents, improving their accuracy over time.

IoT-enabled fire detection systems can be part of a larger network of interconnected devices that monitor a housing environment, such as a smart thermostat and a lighting system. If a fire does break out and develop, IoT devices can provide real-time data for firefighters, such as the exact location of the fire and the status of smoke levels at each location.

In conclusion, advancing technology has made fire detection in homes more sophisticated and user-friendly. By harnessing the advances in wireless technology, the latest sensors, wireless gateways and AI/IoT, housing providers can benefit from better protection, better information and greater integration with non-fire systems.

Michael Lawrence is the marketing director at WisuAlarm UK&I.

HOUSING TECHNOLOGY 2025

What are we covering at the UK social housing sector's longest-running and most successful technology conference?

- **DATA**
Quality, governance, behaviour & collaboration
- **ARTIFICIAL INTELLIGENCE**
Use cases, best practice & ethics
- **CUSTOMER SERVICE**
Getting the basics right, TSMs & consumer-grade CX
- **CYBER SECURITY**
IT & business strategies to protect your data, tenants, staff & assets
- **BUSINESS INTELLIGENCE**
Insights, regulatory reporting & better decisions
- **ENTERPRISE GAINS**
Digital transformation, systems integration & business resilience
- **FINANCE**
Reduced arrears, streamlined processes & smarter procurement
- **ASSETS & INFRASTRUCTURE**
Healthier homes, reduced back-logs & smart devices
- **STAFF & TEAMS**
Project management, IT adoption & corporate culture

HOUSING TECHNOLOGY™
2025 CONFERENCE AND EXECUTIVE FORUM



To find out more about Housing Technology 2025, including tickets, speaking opportunities and partnerships, please visit conference.housing-technology.com



Embracing AI & risk mitigation

Joanna Bouloux, Partner, Devonshires

As the opportunities for artificial intelligence (AI) to deliver innovation in the housing sector continue to grow, many housing providers are asking how they can embrace AI in a compliant matter.

To assist in effective and compliant use of AI, organisations can adopt a broad, cross-departmental approach. The speed and extent to which a housing provider wants to embrace AI isn't just an IT department issue but also a cultural and strategic one which is likely being considered all the way up to board level.

AI everywhere?

At a time of competing priorities and funds, housing providers are unlikely to be able to justify AI at every possible opportunity and need questions such as: what is the problem that I'm trying to solve; what does AI add; what do I want to use AI for; and what are my strategic priorities? Organisations should also be considering internal training so that the potential risks, such as confidentiality when using Open AI, are understood. Some other potential risks are considered below.

The need for planning and coordination shouldn't deter housing providers from adopting AI. An effective AI strategy can assist in ensuring this is done in a compliant manner, for example, answering key questions such as:

- Which departments will be affected by this feature?
- Does it require a dedicated team for monitoring, and what training is needed?

- Which department will be responsible for the information generated by this feature?
- What are the possible use-cases for the information generated?
- Is personal data being collected and/or processed, and have we confirmed compliance with UK GDPR?
- Are we analysing the incoming information? If so, which department will benefit most from this analysis?

AI has the potential to enhance many aspects of housing providers' operations. For example, some have found AI particularly helpful in streamlining their tenant interactions and complaint procedures. AI is allowing housing providers to use increasingly innovative systems, such as:

- **Optimising maintenance and repairs:** AI modelling and analysis can help housing providers to forecast and identify maintenance patterns, allowing them to resolve problems before they become critical.
- **Increasing operational efficiency:** AI can automate routine tasks such as processing tenancy applications and collecting rent, freeing up staff to focus on more strategic activities. It can also be used to predict when residents may be experiencing financial difficulties, allowing housing providers to engage with those residents earlier.



- **Document management:** Managing and sorting documents, such as leases, agreements and maintenance records, can be challenging. AI allows tenants to access and manage their documents through dedicated portals, improving access and reducing wait times. Resident portals can also be personalised offering more relevant information.

The importance of data

When integrating and upgrading systems, it's important to consider your existing systems. Most (if not all) housing providers still have legacy systems storing vast quantities of historical data. Data is key to all AI models – bad data in = bad data out. Some legacy systems may have compatibility issues and/or the data collected could be fragmented or inconsistent. Housing providers will benefit from understanding the impact of data quality on their plans, and a data audit can help assess the quality and integrity of an organisation's data.

AI's are trained on data, and although it is difficult to gather and adjust data to eliminate bias, there are some practical steps to mitigate this, such as understanding the data that a model is trained on (to allow an assessment of potential bias and ensuring human oversight). This will also help with transparency/explainability compliance; can you understand how/why the AI model algorithms reached a particular outcome or output? These considerations apply not only at the point of adoption but throughout an AI model's lifecycle.

Data protection policies

At the heart of any AI system is data, whether freshly generated (which may require an update to your privacy policy and/or informed consent in order to comply with UK GDPR) or gathered from existing information (in which case UK GDPR regulations require that your processing is compatible with the reason you originally collected it).

Before implementing AI systems, it is important to understand how the data will be collected, processed and the extent to which there will be any sharing or additional use of that data. Housing providers must therefore have robust data protection policies that not only comply with GDPR but are also capable of adapting to the complexities of AI.

With many AI models relying on using data as part of their own self-learning, it is key for housing providers to ensure that this is understood and considered in the context of data protection. Similarly, who owns the AI-generated data must be considered – if the AI provider won't benefit from the AI's outputs (typically aggregated/anonymised) then this might have an impact on a number of matters including the price.

Risk management

As the potential roles for AI develop and expand, so too does the potential impact of service failures. In instances where AI is involved in potentially critical services, it's important for housing providers to be aware of this risk and have mitigation procedures in place, whether as part of an AI policy, DR and business continuity policy or otherwise.

The growth and development of AI has huge potential for housing providers. However, its implementation should be coupled with a conscious consideration of key potential risks such as legacy systems, underlying bias, transparency and compliance with data protection. In addition, it should be approached with a strategic mindset that involves cross-departmental collaboration and accountability and aligning AI policies with the organisation's core values.

Joanna Bouloux is a partner at Devonshires.

Interview

Technology & project management fundamentals



Stephen Repton, CEO & Founder, OneConsulting & Flowlio

What's your background in social housing?

My housing career began in 2006 at the Guinness Partnership where I was involved in several large digital transformation projects. I then moved to Harvest Housing in 2009 where I led the technology workstream of the merger between Harvest Housing and Arena Housing to form what is now Your Housing Group.

I moved to First Choice Homes in 2013 where I led some innovative projects around repairs, insourcing digital services and implementing a new IT infrastructure. After I left First Choice, I started working as a consultant, reviewing challenging projects and helping several housing providers and local government organisations to bring their projects back in line.

Which housing providers have you worked with?

I've worked with Aspire Housing to design and deliver a huge digital transformation project, and I helped Berneslai Homes to deliver a new repairs solution which included appointment scheduling and mobile solutions for operatives. I trained 30 young people from the government's 'kick start' scheme and the community engagement team at Catalyst Housing in the Flowlio project management framework. As a result, some secured jobs with Catalyst and others gained skills for their CVs to attract potential employers.

What are the biggest problems around project management?

Many projects stumble because there is no single system that provides a central area for all project information. People use spreadsheets and other task-driven project management solutions with little or no integration, resulting in poor reporting and decision-making.

Poor governance and control, poor contract management and single points of failure in project teams cause huge problems. This often results in stalled or failed projects costing time, money and affecting staff morale, service delivery and customer service.

Staff retention is a problem. The recruitment market for skilled project managers is very competitive, salaries are high and good project managers tend to move on after a short time, affecting projects and in some cases stopping them in their tracks.

Being able to sustain good project delivery is increasingly important. It's imperative to have a flexible framework that everyone is signed up to, right from the people who will benefit from the project on the ground to the delivery teams and senior leaders. Delivering successful projects should encourage a collaborative mindset which becomes part of an organisation's culture.

How about the government's plan to build 1.5 million houses?

Building more homes, creating communities and reducing homelessness is obviously a good thing. Housing is a sector where there are many competing priorities. The need to build new homes, the need to remain compliant and viable, and the need to continually improve and transform services while providing business as usual and satisfying employees and residents all have to be balanced.

The government's five-year pledge puts more pressure on housing providers to deliver at a time when the sector is having to respond to some of the biggest challenges it has ever faced. Meeting timescales, with reduced resources and funds, will have an impact which may mean improvement plans for other services may have to be shelved.

What's the impact of the Regulator of Social Housing's new standards?

The Social Housing (Regulation) Act 2023 came in last year and I think one of the biggest problems is the scale and pace of change and being able to keep up.

The new regulations have turned the housing landscape upside down. There is now even more scrutiny and pressure to provide information showing how housing providers are performing. They are having to respond by creating projects which they may not have planned for; this can impact resources, increase costs and introduce unknown risks and issues to deal with.



Some housing providers still operate legacy IT systems, making it difficult to obtain data and manipulate it into useful insights. A consequence of this is often poor-quality data and duplicated data, making it difficult to provide accurate and up-to-date information. This is where projects may be needed to update or replace systems.

The other challenge is housing providers having the people, capacity and capabilities to obtain and safely manipulate the data that the regulator needs. Some organisations still don't treat data as an asset and will therefore need to create projects to produce the right data for the regulator.

If projects aren't started, delivered, managed and reported on in a controlled way, some housing providers risk not meeting the new regulatory standards. It is therefore more important than ever to have a framework, platform and trained staff to support the delivery of successful projects.

What are the fundamentals of project management?

The process of delivering projects should be simple, not complex, and there are some key things that make delivery easier.

The first is actually having a reason for doing a project in the first place and knowing its priority. Second is ensuring that the delivery team knows exactly what they are doing and what needs to be delivered. Third is having the right delivery tools so that delivery teams can manage, plan, deal with problems, learn from lessons and make key decisions.

Next up is having a mechanism to transfer a project into 'business as usual' seamlessly and to make sure the business is ready to accept a project into live operation, then finally closing a project properly and measuring its performance, outcomes and benefits.

Communication in projects is crucial; good projects get delivered when people talk and come together to solve problems. In addition, all projects need some form of structure, even the agile ones. There needs to be governance, accountability and an audit trail that enables real-time reporting.

Access to information is really important; so many projects stall (or fail) when information can't be found or isn't shared. It's therefore vital to have a system that centralises

project information and puts it into a single easy and accessible format.

People need time and space to deliver projects well; when this is recognised, realistic timescales can be achieved, enabling people to thrive and enjoy the work they are doing. Good project delivery enables people to manage 'plate spinning' and resource management easily through visible information. This way, constraints and bottlenecks can be dealt with before they become problems.

Good projects have support and buy-in from senior leaders. They are there to remove barriers and they are often the people ultimately responsible for delivery so they need to be actively engaged in the whole delivery lifecycle. Furthermore, good projects have trained staff across the board and embed standard ways of working that deliver results and reduce siloed working.

How can project management technology help?

Technology should make things easier and speed things up for project teams, reducing the time they spend doing unnecessary work. It should help an organisation to prioritise its projects and align them with strategic plans so that the right outcomes get delivered resulting from time, resources and money being focused in the right areas.

Project management technology should provide data that's insight-rich so the right decisions can be made at the right time, in particular showing where projects are being delivered well and highlight those experiencing difficulties.

A project management platform should give senior leaders an overall view of all projects within their portfolios so they can step into projects when extra support is needed. Furthermore, a good end-to-end platform should break down silo working and improve collaboration.

Overall, a project management platform should reduce waste, reduce risk, introduce standard ways of working and improve the overall cultural approach to delivering the best strategic outcomes for housing providers' residents.

Stephen Repton is the CEO and founder of OneConsulting and Flowlio.



Gentoo's Workday transformation

Eloise Pollard-Burgon, Marketing Manager, Workday

Gentoo Group is undergoing significant internal transformations, reshaping how it operates and serves its community. Workday's marketing manager, Eloise Pollard-Burgon, spoke to Samantha England (head of HR) and Paul Wright (finance director) from Gentoo about their ambitious plans and transformative changes.

Gentoo is leading a technological shift in the housing sector, moving from traditional, on-premise systems to a modern, cloud-based platform from Workday. This transition isn't just about adopting new tools but about enhancing efficiency, automating processes and reinvesting savings into services and developments.

Paul Wright, finance director, Gentoo Group, said, "We're looking to ride the wave of innovation through technology, leveraging automation and efficiency to improve outcomes for our residents and staff. The goal is to invest in leading-edge technologies in order to become a sleeker and more profitable organisation that serves everyone better."

Gentoo's transformation isn't just driven by innovation; it's also deeply cultural. Over the past two years, the organisation has redefined its values and improved staff engagement. This bottom-up initiative involving over 100 members of staff has led to the creation of a new set of values that are now being embedded into the organisation's operations.

Samantha England, head of HR, Gentoo Group, said, "The world of work is changing rapidly and we need to remain dynamic and adapt alongside these shifts. Our colleagues have a major impact on our customers through the service they deliver so it's vital that we give them the right tools and support. This transformation isn't only about improving service but also about enhancing staff morale and culture."

Streamlined operations

A major part of Gentoo's transformation involves consolidating multiple legacy systems into a single, unified data model on Workday. This move is set to revolutionise Gentoo's operations, enabling a self-service approach and equipping staff with real-time, accurate

data. This not only strengthens collaboration but also provides assurance during discussions with internal stakeholders and external agencies.

England said, "We're breaking down silos and thinking 'cross process', which is helping us build stronger relationships across the organisation. This approach will unlock a lot of value for us."

Skills and talent

Gentoo's transformation isn't only focused on internal outcomes; it also has a vision to bridge the digital skills gap in Sunderland and create opportunities for future generations.

England said, "We want to create exciting careers in the North East. We've already established our Trades Academy for apprentices and now we're focused on expanding into the technology space. It's about offering learning and development opportunities for both the current and future workforce by equipping them with essential skills."

Gentoo's ongoing transformation and commitment to innovation are paying off in remarkable ways. By focusing on advanced technology, bridging digital skills gaps and fostering a culture of continuous learning, Gentoo is setting a benchmark for the housing sector and making a difference both within and beyond the organisation.

Eloise Pollard-Burgon is the marketing manager at Workday.

HOUSING TECHNOLOGY AWARDS 2025

OPEN FOR ENTRIES

Submit your entry to the Housing Technology Awards 2025



GAIN SECTOR RECOGNITION

Highlight your innovative work in social housing.

NO FEES, NO SPONSORS

Independent and unbiased judging by your peers.

BOOST YOUR ORGANISATION'S PROFILE

Share your success with the wider housing sector.

OPEN TO ALL SIZES

Entries are judged fairly, taking organisation size into account.

FREE TO ENTER

Submit up to three categories and showcase your achievements.



Entries close on 31 December 2024, with the winners announced live at the Housing Technology 2025 conference.



Picking up the digital pace

Maria Hudson, Chief Marketing Officer, Zutec

The housing sector has been accused of not digitising data fast enough and, compared with other sectors, the pace of change from paper-based and/or fragmented processes to digitisation has been slow. However, since the Grenfell Tower fire in 2017, there has been a sea change in attitudes, with digitisation being driven by regulatory requirements.

The main force behind this has been the post-Hackitt report legislation, culminating in the Building Safety Act 2022, with a standout regulation from the act being the 'mandatory digitisation of building information for higher risk residential buildings (HRRBs)'. This rule, combined with Hackitt's 'golden thread of information' requirement throughout the asset's entire lifecycle, has proven to be particularly effective in driving change in the way building information is produced and stored to ensure compliance.

The need for digitisation

This means that it's become almost impossible to stay compliant without using digital tools to collate, store and manage building information. It's shifted the dial, with complete digital data across an asset's whole life now a necessity, not merely a 'nice to have'.

It's compelled housing providers and asset owners to pay more attention to this vital, potentially lifesaving requirement. Assuming the mantle of the 'responsible party', they're now fully aware that there will be legal and financial ramifications associated with missing or unusable documentation, as well as the lack of evidence to show that buildings are being managed and maintained with health and safety in mind.

However, it's not just regulatory pressures that are influencing housing providers' appetites to migrate information online; many understand it as a critical duty of care to protect their residents. Having preventative measures to mitigate risk must be central to everything they do, and many now appreciate that digitising information is one way of helping to achieve this.

Fundamentally, everyone has the right to live in safe and secure accommodation and a key part of this is having correct, comprehensive and up-to-date building information, particularly around fire prevention and safety protocols. Digitising in the right way can make it accessible for all key stakeholders, including emergency responders and residents.

Better maintenance

Housing providers are also realising that bringing information online helps them to maintain their properties better and to higher standards. A good example of this is digitising the building manual which has been built out during the construction phase. Having the building manual online and in one place, where information can be easily accessed to make decisions, can help achieve better management of estates.

Another secondary influence is found on the operational front, improving the way housing providers manage multiple assets and standardise daily processes. It's well-known that digital technology is proven to reduce many of the administrative headaches associated with owning, managing and operating housing estates, particularly through automation. This is particularly true for essential yet repetitive processes such as inspections, which demand meticulous attention to detail but are prone to human error.

Common data environments

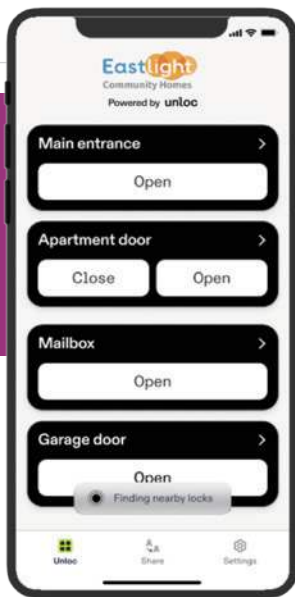
We've direct evidence that housing providers are increasingly seeing the value in digitising their building information, through an uptick in enquiries about our 'golden thread' common data environment.

A common data environment establishes a single-source-of-truth, with templates to bring the right information together and provide a clear audit trail in a centralised platform and dashboard. It can reduce the fragmentation associated with building information, where documents are stored in different systems and in different formats, and brings consistency to disparate processes.

Housing providers are increasingly finding that a common data environment is a more attractive option than other data management because:

1. A common data environment helps to manage building information across multiple assets to support safety and legal compliance.

2. Data is available in a single location, making it far easier to search for what you need and pinpoint any missing information.
3. It standardises processes and templates in one location, preventing incompatibilities or unnecessary duplications.
4. Information can be updated in real-time, and evidence compiled of work done, with a clear audit trail of changes.
5. Information can be made accessible to the Building Safety Regulator and inspectors, supporting the road to compliance and saving resources.



Eastlight loses 14,000 keys with Unloc

Eastlight Community Homes is moving to 100 per cent keyless access for its 550 blocks and 14,000 homes by using Unloc's app and digital locks.

Before its move to Unloc, problems with access management to its properties was costing Eastlight around £500,000 per year and 14,000 hours, including a no-access rate of 25 per cent and a four-day resolution time for each problem. Furthermore, the housing provider had been grappling with persistent access and communal compliance problems, including keys, fobs and key-safe boxes being used inconsistently over time and lacked a clear strategy for its access management.

Stephen Pettit, estate safety manager, Eastlight Community Homes, said, "We often had to drive for hours just to open doors for customers who had lost their key or forgotten their code."

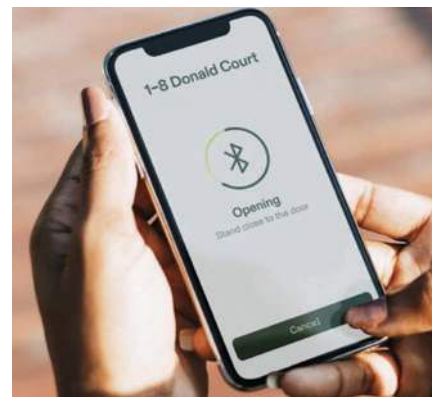
Eastlight's goals were to streamline its access processes to cut the time and cost spent on access-related problems (including no-access incidents) and to enhance its compliance and building safety. The housing provider chose Unloc, a hardware-neutral software provider for digital access, to implement digital locks across its communal spaces.

The project began with 60 blocks, retrofitting an invisible Bluetooth module into communal entrance doors and installing an electronic key turner on some of its empty properties' doors for ease of works access. This enabled doors to be opened via a mobile phone. Eastlight's estate

In short, a common data environment empowers housing providers to better serve their residents without overcomplicating the process.

We've come a long way since 2017 but we need to push further and build on the gathering momentum. CDEs, like ours, not only represent a tried, tested and true way for housing providers to guarantee their data is complete, correct and compliant, but also to definitively show they are actually doing the right thing for their residents.

Maria Hudson is the chief marketing officer at Zutec.



safety team also has access to Unloc's administration platform so that the team can centrally manage and control access.

Taryn Paton, head of compliance and estates, Eastlight

Community Homes, said, "As a product and an app, Unloc is safe, secure and effortless, plus it's really easy to install. The business case is a no-brainer."

With Unloc's solution, access can now be granted in seconds for over 150 contractors and staff and no-access incidents have fallen to zero. Eastlight has made a 34 per cent annual saving from reduced hardware costs (keys, locks and fobs) and reduced its annual labour costs by over £300,000 due to less travel and fewer logistics-related problems.

Following the success of its pilot implementation, Eastlight now plans to go entirely keyless across all of its 14,000 properties within the next 12 months.

BOOK EARLY
FOR
BEST RATES
GROUP SAVINGS AVAILABLE

REGISTRATION IS NOW OPEN FOR HOUSING TECHNOLOGY 2025

Secure your place at the UK's
leading technology conference in
social housing.









Join 600+ housing and IT professionals on
11-13 March 2025 at the East Midlands Conference
Centre in Nottingham for the 16th annual Housing
Technology Conference.

- Thought-provoking presentation sessions
- Expert-led workshops and panel discussions
- Exclusive networking opportunities
- Housing Technology Awards 2025 ceremony
- Informal evening receptions

NEW CONFERENCE
APP FOR 2025



Connect to hear the latest Housing
Technology news and insights

- | | |
|---|--|
|  Housing Technology |  @housingtechnology |
|  @housingtech |  @housing.technology |
|  @housing_technology |  linktr.ee/housing_technology |
|  @housing_technology |  housing_technology |



**HOUSING™
TECHNOLOGY**
2025 | CONFERENCE AND
EXECUTIVE FORUM

#HousingTech2025

BOOK NOW
conference.housing-technology.com



East Midlands Conference Centre
Nottingham
11-13 March 2025

