

March 2023

CASE STUDY

ENHANCING RESIDENT SAFETY
AND DELIVERING EFFICIENCY
FOR DACORUM BOROUGH
COUNCIL



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INTRODUCTION

Dacorum Borough Council decided to take forward the installation of the Aico Ei1000G SmartLINK Gateway to continue their track record of being proactive in relation to resident safety and delivering efficiency in new build and existing properties through innovation.

Aico's ground-breaking Ei1000G SmartLINK Gateway is an innovative solution for landlords, providing access to real-time data insight into the status of the Smoke, Heat and Carbon Monoxide alarm systems across their entire housing stock. Using its built-in GSM data connection, the Ei1000G utilises Aico's next generation of wireless technology to report events including Fire and Carbon Monoxide activations and alarm head removals as they happen to the SmartLINK cloud portal, for full visibility and remote monitoring.

INSTALLATION

The installation of the SmartLINK Gateway in conjunction with their planned alarm upgrades was a great opportunity for Dacorum Borough Council to enhance resident safety and reduce disruption to residents, as the whole installation could be completed within a short single visit. Furthermore, the system provides valuable insights and alerts to assist the asset and housing management teams within the council, driving areas of improvements in accordance with the strategic direction of the council. It was also seen as an opportunity to embrace new technology. The timing of the Gateway installation programme came at a time of debate and change across the Council, as they considered the importance of gaining insights into how their alarms were performing, how they could optimise resident safety and to futureproof their properties for the capabilities that the SmartLINK Gateway provides.



“We really appreciate that with the insights, alerts and information the SmartLINK Gateway provides, we can now better manage our homes. At this point in time we have circa 9000 connected devices giving us real-time data and insights. The SmartLINK cloud portal can be easily tailored to send email and text alerts to specific team members who can now examine issues in real-time. It was also critical that it was forward looking with a focus on planned asset management giving us live data on when alarms reach their end of life to ensure they are replaced when needed

Ricky Lang, Team Leader of the Compliance and Electrical Contracts division.



Dacorum established a clear focus for the installation of the SmartLINK Gateway:

- Looking at the changes they were seeking to implement to ensure the council was structured and positioned to meet the requirements of the safety of their residents.
- Providing remote insights and alerts in real-time enabling informed decision making
- Ensuring their homes are compliant and meet British Standards, regulations and legislation.
- Exploring ways to better inform and communicate with residents to ensure they live safely within their homes.
- Through all of the above, to maximise resource capacity and financial planning.



THE RESULTS

As a result of the successful alignment of Gateway installations to the planned programme of alarms and the upgrade to LD2, the compliance team has increased the roll out of the Ei1000G SmartLINK Gateways by including the installation upgrades to their planned electrical testing programme and to their void works specifications. Targeting these work streams reduces the impact on the residents having to be at home for another appointment and drives efficiency and savings for the contractors and council alike.

Rather than Ethernet cabling or Wi-Fi, the SmartLINK Gateway uses the best mobile connection combined with SmartLINK wireless interconnection technology – making installation simple and reliable. All installers of the system have benefitted from the CPD accredited Expert Installer Training delivered by Aico's knowledgeable Regional Specification Managers and Technical Teams.



For more information on the
SmartLINK Gateway, please visit:
www.aico.co.uk/series/1000-series/