# February 2023

# CASE STUDY

## STREAMLINING COMPLIANCE AND IMPROVING ASSET MANAGEMENT WITH AICO'S GATEWAY

ARUN
DISTRICT COUNCIL

ARUN DISTRICT COUNCIL HAS INSTALLED OVER 85 EI1000G GATEWAYS AT THEIR BERSTED GREEN SITE, IN WEST SUSSEX TO PROVIDE A DATA-LED APPROACH TO COMPLIANCE AND ENHANCE RESIDENT SAFETY.

## CONTENTS

Arun District Council has installed over 85 Ei1000G Gateways at their Bersted Green site, in West Sussex to provide a data-led approach to compliance and enhance resident safety.

Arun District Council, based in West Sussex have a housing portfolio of over 3,300 socially rented homes and is partnered with local Housing Associations to ensure they have affordable housing stock within Arun. Arun District Council's aim is to improve the well-being of Arun and deliver the right homes, in the right places for their residents.

## THE CHALLENGE: MAINTAINING DATA FOR COMPLIANCE

Maintaining data for properties is complex and time-consuming. Confirming alarms are functional and ensuring they are replaced, tested and maintained accurately can be a challenge but is essential for compliance, and maintaining a healthy and safe housing stock for residents.

Housing Providers must remain compliant with continuously tightening standards and legislation, such as The Homes (Fitness for Human Habitation) Act 2018 which applies to both the social and private rented sectors to ensure that all properties are fit for human habitation throughout any tenancy.

To comply with the act, landlords must take the necessary measures to ensure that their properties are free of any hazards that would deem a property unfit for occupancy. It covers a large variety of hazards, from environmental factors to fire safety.

# THE SOLUTION: INTRODUCING IOT TECHNOLOGY

Arun Council previously installed alarms from Aico's 3000 series as part of their LD2 grade system in compliance with British Standard BS 5839-6:2019+A1:2020. Arundel Group installed over 85 Gateways at a number of residences in Berstead Green for the Council.

> We have always installed Aico alarms as they are known for their reliability. The introduction of Internet of Things (IoT) through the Gateway has provided us with a way of commissioning a system and providing proof that it is working.
>
> **Ryan Saigeman, Arundel Group**

The addition of the Ei1000G Gateway will provide Arun Council with the ability to link every alarm in a property to the HomeLINK portal, producing the collated data in an easy-to-read report. These actionable insights will enable preventative measures and proactive maintenance of connected fire alarm systems through:

**Property notifications for connected alarms**

**Remote management**

**Reduction of call-out costs**

# 1 Property notifications for connected alarms

Alarm notifications through the Gateway can be used to identify trends and highlight potential problems within housing stock. The connected alarms and their performance are tracked meaning the relevant team will be notified via email or text message when issues occur, including when alarms are removed from baseplates, when they are due to be replaced or if they have been triggered by a fire or CO event.

# 2 Remote management

Gaining access to every property to carry out essential checks can be a problem. Remote management of a housing portfolio will enable Arun Council to track the performance of their connected alarm systems without performing in-person checks and tracking them on a spreadsheet. Instead, all the information is stored in one central location, providing the full picture. This provides reassurance that residents are protected and that their housing stock is fully compliant.

# 3 Reduction of call-out costs

Having access to these in-depth reporting tools enables Arun Council to forecast alarm replacement and maintenance across their entire housing portfolio helping to streamline maintenance, therefore, reducing call-out costs, and reallocating resources to where they are most needed.

# THE FUTURE: THE HOMELINK CONNECTED HOME SOLUTION

Arun Council has future projects planned with Aico including deploying the Connected Home Solution. By installing environmental sensors in addition to the Gateway they can access data insights into the performance of their housing stock for the creation of healthier, safer homes for residents.

The Ei1025 environmental sensor connects to the Gateway and monitors the temperature, humidity and Carbon Dioxide levels and gathers data on the indoor environment, which can help identify potential issues such as condensation, damp and mould risk, energy efficiency and indoor air quality within a property.

There are several reasons we have decided to use Aico's Gateway in our properties. The alarm system and portal allow us to manage our housing stock and keep our tenants healthier and safer. Given the concerns that a number of tenants have in multi-occupied buildings, it is important that we make them feel safe in their homes.

**Ian Hippach, Compliance Manager, Arun Council**

# THE FUTURE: THE HOMELINK CONNECTED HOME SOLUTION

With the HomeLINK App for Residents, Arun Council can empower their residents to be proactive in their own homes by giving them access to data and personalised insights. Residents are provided with handy advice on the measures they can take to improve the health of their homes and reminders on when to test their alarms.

> I have been working with Ian Hippach, Compliance manager from Arun Council and Ryan Saigeman Arundel Group assisting with the many benefits of installing the Gateway. The Berstead Green project is the first of many more they have planned for next year.
>
> **Paul Barrett, Regional Specification Manager, Aico**

If you are interested in learning more about the Connected Home Solution, please contact your local Regional Specification Manager: **www.aico.co.uk/find-a-regional-spec-manager/**

Or, visit the HomeLINK area of our website: **www.aico.co.uk/homelink**