

NORTH



Smarter Housing
Management

Integrated solutions that enhance
safety for residents and simplify
management for landlords

Stronger networks, smarter places

We make your world a smarter place.

We design, deliver and manage integrated systems that improve people's lives – keeping them better connected, safer, more secure and healthier.

We work with housing associations and local authorities across the UK, helping them to adopt intelligent housing solutions. These deliver efficiencies and insights that allow our clients to better understand the condition of their housing stock and highlight any issues or concerns, so that they can proactively prioritise improvements to support tenant health and wellbeing.

Our people are industrious and inventive, and we take great pride in what we build. We work closely with all of our clients as part of their team, to better understand the challenges they face and the environments they operate in – combining our expertise with the latest technology to make these places simpler to manage, safer to be in and more efficient to run.

Stronger networks, smarter places

Social housing challenges

Across the UK, providers of social housing face substantial challenges when it comes to the age, quality and condition of their housing stock. Added to this, the sheer number of differing properties that they are responsible for, all with differing issues, means that consistent upkeep, management and maintenance can be problematic.

Poor property conditions, caused mainly by undetected damp and mould, can have serious and long-lasting impacts. Whether that be costly repairs, the increased risk of fines and legal action, or, most importantly, the detrimental effect that it can have on the health and wellbeing of tenants.

With over 4 million social housing assets in England, it is reported that up to 160,000 suffer from notable mould problems, up to 80,000 have serious, HHSRS category 2 damp and mould problems, with a further 8,000 rated as a Category 1 hazard – a serious and immediate threat to health – by the Housing Health & Safety Rating System.¹

Early intervention is key to identifying and resolving these issues. Only an estimated 11% of damp and mould cases are due to structural issues, whereas 89% are caused by factors such as poor ventilation, excessive moisture, and overcrowding.

The Homes Act

In March 2019 a new law came into force to ensure that rented houses and flats are ‘fit for human habitation’, which means that they are safe, healthy and free from things that could cause serious harm.

The Homes (Fitness for Human Habitation) Act, 2018, dictates that if rented houses and flats are not safe, secure, warm and dry, tenants can take their landlords to court. The court can force the landlord to carry out repairs and even pay compensation to the tenant.

Awaab’s Law

In December 2020, two-year-old Awaab Ishak passed away from a respiratory condition caused by prolonged exposure to mould. Despite repeated pleas for assistance, the landlord had failed to address the disrepair.

As a direct response, ‘Awaab’s Law’ (Social Housing Regulation Act, 2023) was introduced to impose legal obligations on social landlords to promptly investigate and rectify any damp and mould concerns. The law also enhances the authority of the Housing Ombudsman to more effectively oversee landlords’ compliance with regulations around housing conditions. And these regulations are now embedded within tenancy contracts, empowering tenants to legally demand decent living conditions from their landlords.

¹ Regulator of Social Housing Damp and mould in social housing report

The smarter solution

North helps housing associations and local authorities create communities that are safer, more secure and more sustainable. By introducing new technologies, we can make the management and maintenance of social housing simpler, more agile, more effective and more efficient.

Our sensor-based intelligent housing solution enables social housing providers to proactively monitor conditions by measuring factors such as temperature, humidity and differential vapour pressure.

This can automatically highlight properties at risk from moisture and damp, up to six months before the issues manifest.

Once this technology is in place, the opportunities to build on its capabilities are wide and varied. In short, we can give you a truly holistic view of the properties you manage – delivering vital cost savings, healthier living environments and sustainability improvements across the board.



Introducing Intelligent Housing Technology

North's Intelligent Housing solution combines the data and IoT expertise of North with the knowledge and insight of expert moisture specialists to provide a unique intelligent housing management solution for housing providers. Using discreet smart sensors strategically placed in a property, we can monitor the environmental factors that lead to both damp and mould. Real-time data is captured on a continual basis, tracked against set parameters and presented back to you via our web-based management platform, with automated alerts allowing you to prioritise and address issues more effectively.

Intelligent Housing technology can also help you tackle fuel poverty by identifying any properties with a continuously low temperature, highlighting those most at risk and allowing for intervention where energy support may be required.

Our **Smart Housing MOT Service** allows you to establish the current condition of your properties, and where sensors are likely to be needed to predict and prevent mould occurring or re-occurring. This proactive approach makes our solution more reliable, and more accurate. And our **Ongoing Advisory Service** provides your team with the training to identify and rectify such issues. It helps you prioritise resources and minimise risk.

Ultimately, our intelligent housing technology helps housing providers manage their stock more proactively, make more informed data-driven decisions, reduce their disrepair costs and provide healthier environments for happier tenants.

Our Smarter process:

1. Smart Housing MOT Service is conducted by expert moisture specialists to create a property condition baseline
2. Sensors implemented to measure environmental factors, such as temperature, humidity and CO2
3. Dynamic platform collects, analyses and presents data in an easy to view dashboard, and it can be integrated into existing Housing Management Platforms
4. Real-time continual monitoring provides actionable data on housing portfolio performance
5. Automated alerts notify housing managers to potential property and/or health risks
6. AI Knowledge Centre calculates and proposes required actions
7. Damp and mould predictions based on property age, location, orientation, wall composition
8. Notifications alert housing managers to any potential addressable situations
9. Access to ongoing advisory services and training from qualified experts

Safer social housing in South London

Wandle Housing Association



Wandle Housing Association takes pride in offering affordable and high-quality homes across nine South London boroughs. Driven by a vision to provide homes that residents can be proud of and trust, Wandle partnered with North and Daizy to implement a smart housing IoT solution to mitigate disrepair risks and maintain compliance with regulatory damp and mould guidance.

Wandle leveraged North's sensor-based Intelligent Housing Management solution and Daizy's IoT platform to identify properties at risk. Real-time data captured by sensors has allowed Wandle to identify and proactively intervene to minimise issues, maintain the quality of its housing stock and prevent costly repairs. One example involved the detection of a critical alarm triggered by a humidity sensor, alerting Wandle to an unknown leak, allowing them to take immediate action to protect both the property and tenant.

Before implementing the IoT solution, Wandle would conduct repairs reactively from tenant feedback, stock surveys, and inspections. Taking a proactive IoT-based approach has delivered cost savings of approximately £400,000 in just one year, and ensured the creation of safe and healthy living environments for all residents.

“Thanks to the smart housing solution deployed by North, we now have access to invaluable real-time data that monitors conditions within our properties. We've already started to realise the significant benefits and I'm sure it will be a long and successful partnership.”

Lewis Fisher
Disrepair Project Coordinator
Wandle Housing Association

wandle

Smarter is better for Sovereign

Sovereign Housing Association



North partnered with Sovereign Housing Association to integrate smart sensor solutions to monitor temperature and humidity levels in properties to minimise issues including damp and condensation and, in some cases, combatting fuel poverty.

Intelligent Housing technology was installed in an initial 200 homes through an ‘opt in’ package for tenants, with the smart data and insights fed back the intelligent management platform, enabling any emerging issues to be identified at an early stage.

Moisture readings are recorded every 30 minutes, empowering Sovereign to proactively intervene and minimise damp and mould issues. Measuring areas such as CO₂ levels and air quality, and providing access to temperature levels within homes over Winter – enabling Sovereign to support residents where fuel poverty is suspected. The housing association is also able to monitor void properties in real-time for any potential unauthorised occupancy.

The innovative technology has the capabilities to record how effective repairs have been, with the insights captured being used to improve maintenance management across Sovereign’s entire stock. Over time, this will improve operating performance, reduce costs and enhance the value delivered to Sovereign tenants.

“This tech will let us be more proactive. Even if other homes don’t have this technology, information from the devices will help us identify similar homes which we need to look more closely – in terms of repairs but also bigger investment projects like heating systems, insulation or even redevelopment.”

Gareth King
Head of Product Management
Sovereign Housing Association

Why North?

Tried and tested, highly secure technologies

Innovative IoT solutions that allow you to affordably become smarter and safer.

Specialist sector knowledge and expertise

Our greatest asset is our people, their knowledge and their experience.

Proven, reliable delivery model

With the flexibility to react to demand and scale at pace.

Resilient design delivering maximum effectiveness

Ensuring operational and cost saving efficiencies across the board.

Fully accredited and industry certified

Independent recognition that reflects our dedication to excellence.

Committed to sustainable practices

Driving meaningful change towards Net Zero is a core element of our strategy.

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