

Digital Housing

One joined-up solution. Using connected technology and real-time housing insight to help providers improve property visibility, reduce avoidable repairs and support safer, healthier homes.



Background

Over £8.8bn was spent on repairs and maintenance across UK Social Housing in 2024, and costs are expected to rise further.

Landlords also face growing pressure from damp and mould failures and are required by law to investigate and resolve emergency issues within 24 hours of becoming aware of the issue.

Higher inflation adds further strain by increasing the cost of materials, utilities and contracted services, while many tenants still face challenges around affordability and digital inclusion.

These pressures make clear, real-time insight into home conditions more important than ever.

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The Challenge

Many housing providers still use older, disconnected systems that make it hard to see what's happening across their homes. With large portfolios to manage, tracking damp, mould, air quality, leaks, energy use and tenant satisfaction becomes difficult.

Without joined-up data, early issues are often missed - leading to higher repair costs, unnecessary disruption and increased compliance pressure.

The Opportunity

By combining IoT sensors, smart connectivity and a single pane-of-glass platform, providers can see conditions in real time and act before issues escalate.

This digital approach strengthens compliance, supports proactive maintenance and helps create safer, healthier homes for tenants.

In 2024,
maintenance and
repairs cost UK
Social Housing

£8.8bn

Awaab's Law requires
social landlords to
investigate and
resolve emergency
mould issues within

24 hours

The Solution

dbfb delivers a connected Digital Housing ecosystem that brings together IoT sensors, environmental monitoring and an AI-powered insights platform to give housing providers a clear, real-time view of their properties. This helps identify issues such as damp, mould, leaks, air-quality changes and energy inefficiencies before they escalate.

The platform combines key data into a simple, single pane-of-glass dashboard, supporting earlier intervention, better compliance and more proactive maintenance planning. Alongside this, dbfb provides reliable end-to-end connectivity - including Internet, WiFi, 5G and IoT- helping providers improve service delivery and create safer, healthier homes for tenants.

Protecting Property and Reducing Cost



- Earlier identification of damp, mould and leaks
- Reduced avoidable repair costs
- Real-time environmental monitoring
- Damage alerting and property risk visibility
- Better visibility across housing portfolios
- More proactive maintenance planning

Service Transformation and Tenant Experience



- Faster response to emerging issues
- Better visibility for housing teams
- Improved maintenance responsiveness
- Clearer reporting and operational insight
- Better tenant communication
- Improved operational consistency across properties

Enhancing Properties and Tenant Welfare



- Supports healthier living environments
- Technology-enabled care and alarm integrations
- Improved safety alerting
- Supports digital inclusion initiatives
- More connected and resilient homes
- Better visibility into environmental wellbeing

Why Digital Housing matters

£180
million

Phase-one cost of introducing Awaab's Law

1 in 5

Tenants are dissatisfied with current housing services.



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