

dbfb: Public Sector

# Digital Housing

Using digital technology and intelligent housing insights to create safer homes, reduce avoidable repairs, improve tenant wellbeing and make communities better places to live.



## 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.

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In 2024, maintenance and repairs cost UK Social Housing

**£8.8bn**

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

**24 hours**

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## 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



- Real-time monitoring energy and environment
- Damage alerting and anti-social behaviour
- Monitors risks such as leaks, flooding and property damage
- Consolidation of connectivity costs

### Service Transformation and Tenant Experience



- Early alerts for issues before they become disruptive
- Improve responsiveness to maintenance needs
- Delivers energy usage insights to improve tenant insights
- Track's tenant satisfaction and improves living conditions

### Enhancing Properties and Tenant Welfare



- Supports digital inclusion with cost effective connectivity
- Safety alerting for mould (Awaab's Law), smoke and theft
- Range of technology enabled care and alarm call systems
- Resilient connections with battery backup

## 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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