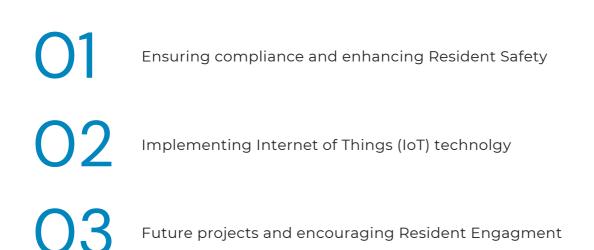# aico® | HomeLINK®

JANUARY 2023

CASE STUDY

GOLDING HOMES TO UTILISE AICO'S CONNECTED HOME SOLUTION

GOLDING HOMES TO UTILISE
AICO'S CONNECTED HOME
SOLUTION IN FOUR OF THEIR
RESIDENTIAL TOWER BLOCKS

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Golding Homes (Golding) is an award-winning Housing Association based in the South East of England that currently owns and manages over 8000 properties across Kent. Golding is committed to providing excellent customer service and quality, safe homes for over 21,000 residents.

The Kent based housing provider has installed over 100 of Aico's Gateways along with their 3000 series of alarms, including EI3028 multi-sensor in kitchens and EI3016 in living rooms and escape routes in their resident's homes.

ENSURING COMPLIANCE AND ENHANCING RESIDENT SAFETY

Golding already had a well-maintained Grade A system in four tower blocks but was looking to update this to a D1, LD2 Grade as recommended by BS 5839-6:2019+A1:2020. The current system was causing residents issues with false activations and nuisance alarms. Golding wanted to find a cost-effective, long-term solution for fire protection that implemented modern technology and to give each home its own domestic system so opted to install fire and carbon monoxide alarms from Aico's 3000 series. With its unique SmartLINK radio frequency wireless interconnection, it connects to the Ei1000G SmarLINK Gateway which brings together data from all of the compatible enabled alarms in the system in a simple, online dashboard format.

Wigginton's who installed the system at Golding received Expert Installer Training with one of Aico's Regional Specification Managers so they had all the information they needed to install Aico's domestic Fire and Carbon Monoxide Alarm Systems.

IMPLEMENTING INTERNET OF THINGS (IOT) TECHNOLOGY

The Ei1000G Gateway system constantly monitors every linked alarm, giving real-time updates with notifications sent by email or text if any issues occur. These notifications have enabled Golding to optimise its operations.

Carbon Monoxide activation notifications get sent directly to the Gas Team, who analyse the data from the alarms, this has already resulted in highlighting two gas cookers leaking carbon monoxide and which needed to be replaced.

Feedback from the residents has been really positive, they feel safer and more secure in their own homes knowing how their landlord is utilsing this data and technology.

Any head removals or fault notifications are being sent directly to the electrical team meaning they are able to contact the customer directly, assess the issue and if needed replace the alarm or educate the tenant about why they cannot remove the alarm, and so improving resident engagement.

Real-time insights and data

Remain compliant with legislation

Cost-savings

> The feedback from residents has been fantastic. They feel more safe and secure than ever before. The Gateway and the data we receive from the alarms, has enabled us to engage with tenants, leading to education around fire safety. It has shown how Golding Homes as a landlord are always looking at ways to make their homes safer.
>
> Lee Taggert , Golding Homes Fire & Asbestos Compliance Lead

FUTURE PROJECTS AND ENCOURAGING RESIDENT ENGAGEMENT

Following on from the early success of this initial rollout of the Ei100G SmartLINK Gateway Golding is installing a further 300 gateways and considering the addition of HomeLINK environmental sensors to these properties in the future to monitor potential damp and condensation issues within the properties.

They are also hoping to further empower residents to improve their own home life safety with actionable insights available through the Resident App. Aico plans to work with Golding to hold Resident Engagement Days in the future.

> Golding Homes is showcasing how a social landlord can utilise IoT technology to great effect and demonstrate true care and compassion for the wellbeing of the tenant.
>
> Brad Wain, Aico's Regional Specification Manager for Surrey & Kent

Visit Aico's website to find out more about the connected home solution or contact your local Regional Specification Manager.