

## NHMF Awards 2026: Keeping Residents Safe – Shortlist (Best Building Safety Initiative)

- Defence Infrastructure Org. & VIVO Defence Services
- Birmingham City Council & True Compliance
- Hyde Housing & IoT Solutions Group

Summary: Under Awaab's Law landlords are required to keep residents safe AND healthy. These shortlisted projects demonstrate different approaches that landlords could use or adapt to ensuring residents are safe in their homes, while making their repairs service more efficient, cost-effective, and responsive.

### What is the project and what is innovative about the service provided?

**Defence Infrastructure Org** – transformative, comprehensive approach to tackling damp and mould issues in military family housing (often known for age and structural challenges). developed to address varying levels of severity to ensure tailored responses that are both effective and value for money. Analysed over 100 professional property surveys to identify recurring faults and patterns, a data-driven insight led to 4 distinct treatment packages being developed, each designed to meet specific needs while remaining cost-effective. A triage system introduced to improve efficiency and responsiveness by assessing severity at the first point of contact to prioritise treatment. 10 professionals selected to manage assessment and oversee delivery using a reliable network of supply chain partners and direct delivery teams to support fast mobilisation and treatment. This integrated approach has significantly improved living conditions times, and delivered long-term value to the defence estate.

**Birmingham Council** – introduced its Building Safety Management System (BSMS), first fully integrated framework uniting compliance, cultural change, and resident partnership across 200+ high-rise buildings. It has created a safety culture (data-driven, people-centred model aligned to Building Safety Act 2022) founded on transparency, accountability, and learning to replace reactive, siloed practice. The True Compliance platform provides live assurance for every block (colour-coded dashboards, instant visibility for managers and senior leaders) which is paired with a robust training and engagement. Technology and people working hand-in-hand to drive safety, not just record it.

**Hyde Housing** – partnered with IoTSG to deploy COSIE homes® (real-time environmental monitoring platform) to capture live temperature and humidity data, using intelligent analytics to identify risk trends of damp, mould, or condensation early. This partnership co-designed workflows to link COSIE insights directly into asset, damp & mould, and compliance teams, ensuring data translates into faster, targeted, and measurable action. System strengthens compliance, protects residents, and proactively manages housing risk through early action. It provides auditable proof of compliance under Awaab's Law, the Decent Homes Standard, and HHSRS obligations. As well as improving compliance, Resident engagement officers use insights to have more informed, transparent conversations, transforming how issues are explained and resolved.

### What are the measurable benefits to the client, the contractor, the resident, and the neighbourhood?

**Defence Infrastructure Org** – Client Benefits: eliminated need for costly professional surveys, through a robust and repeatable assessment process to realise substantial cost savings, allowing resources to be reallocated to direct improvements. £43.3m of D&M works

delivered (6,092 remedial packages and 7,710 wash & treats). Pressure eased on customer service teams through reduced confusion and lowered complaint volumes.

**Contractor Benefits:** continuity and volume created a stable pipeline that justified dedicated resources (not only improved delivery efficiency but also strengthened relationship, ensuring consistent standards and faster mobilisation).

**Resident Benefits:** quicker response times and a higher rate of first-time fixes, reducing disruption and improving satisfaction. Clear communication protocols established, including a single point of contact and transparent explanations of the works required. Less anxiety and emotional impact through reduced delays and uncertainty. It helped identify 39 families needing to be moved to alternative accommodation because works not quick to carry out.

**Birmingham Council** – Over three years, Project has delivered financial, operational, and social benefits. Safety culture transformed (officers, contractors, and residents operate under shared values of openness, accountability, and continuous learning). Regular learning, peer mentoring, and leadership forums have built a psychologically safe environment where raising concerns is encouraged and acted upon. Building Safety Champion network and resident participation grown (positive feedback on improved communication and safety measures). Frequency of building safety inspections increased (3, 6 or 12-monthly).

**Client Benefits:** Compliance accuracy and cost efficiency improved, 14,305 fire-related remedials closed with evidence Sept 2024-Sept 2025. "True Compliance" dashboards provide live, block-level assurance to senior leadership and the Regulator. Digital oversight removed hundreds of manual reports monthly, creating verified time and cost efficiencies.

**Contractor Benefits:** Compliance standards unified (clarity) and live reporting reducing repeat works and enhances reputation. Joint inspections and clear accountability improved quality and strengthened professional partnerships. Several contractors transitioning to BCPS' model or adopting it internally.

**Resident Benefits:** Safety concerns resolved more quickly (15 to 3-4 days). They have access to modern reporting system ("See it, Scan it, We'll Sort it" QR Code). Improved participation and trust through Building-specific engagement plans and frequent Building Safety Events.

**Neighbourhood Benefits:** Public awareness improved through multi-agency safety events with WMFS, Police, NHS and community teams that enhanced community resilience and shared safety ownership. Safer, more cohesive communities through Council's proactive building safety management.

**Social and economic value:** Local recruitment links improving safety to community benefit. Resident involvement in engagement and inspection programmes generates skills, inclusion, and confidence.

**Hyde Housing** – partnership delivers measurable, independently verifiable improvements in safety, efficiency, and wellbeing across every stakeholder group (model of best practice in data-enabled building safety). It proves that technology, when paired with human engagement, can deliver safer homes, stronger communities, and regulatory assurance.

**Client Benefits:** COSIE Homes® has shifted housing safety from reactive to predictive. Real-time environmental data identifies conditions that can lead to damp and mould long before they become visible. Compliance, asset, and customer teams now operate with evidence, not assumptions. Diagnostics data improves first-time fix rates, reducing callouts, repeat visits and operational waste. Smarter resource planning since repairs and inspections are prioritised where the data shows risk, not complaints. Compliance assured through COSIE auditable trail of every intervention (supports Awaab's Law readiness & new Decent Homes).

Leadership team can now measure return on remediation and decide investment based on verified building performance, improving capital allocation and long-term portfolio planning.

**Contractor Benefits:** enhanced job accuracy, reduced abortive visits, and validates objective performance (Operatives see pre- and post-repair data, proving effectiveness & supporting accountability), leading to faster workflows, better quality assurance, and relationships between Hyde, its contractors, and residents improved.

**Resident Benefits:** fewer disruptions, faster resolutions, and healthier homes. The sensors enable Hyde to act before conditions deteriorate. Data-driven communication helps residents understand why actions taken, increasing trust and confidence in Hyde. Resident feedback consistently highlights reassurance and appreciation that “someone is looking out for them.”

**Neighbourhood Benefits:** early intervention reduces visible disrepair, health risk, and associated stigma, strengthening community resilience. Fewer emergency callouts mean lower carbon impact and reduced operational traffic (aligns with sustainability commitments).

### **What are the financial costs and measurable cashable benefits over a defined time period?**

**Defence Infrastructure Org** – significant financial efficiencies and benefits across estate management and service delivery, such as not requiring 1,000 professional surveys typically £750 each, resulting in £3 million saving, without compromising quality of data or decision-making. The proactive and targeted approach to property assessment and repair, enabled better budget forecasting and for funding could to be allocated more effectively, reducing waste and improving long-term asset performance. The strategy focused on resolving underlying issues rather than adopting temporary fixes, reducing reactive repairs, lowering maintenance costs, and extending component life to deliver further savings, freeing up resources and improving operational efficiency. Cumulative effect is a more cost-effective, responsive, and sustainable service model, demonstrating a clear return on investment, combining financial prudence with improved outcomes for both the client and residents.

Families had lower utility bills and enhanced comfort from improved thermal efficiency, which also supported broader sustainability goals (reduced estate energy consumption).

**Birmingham Council** – Initial investment focused on system implementation (paid back within 12 months through reduced duplication, faster data validation, & minimised contractor rework). Savings achieved through:

- Data consolidation - disparate compliance systems integrated (eliminated 500+ manual reports/month).
- Early issue identification - real-time tracking of FRA actions reduced repeat inspections and prevented costly failures.
- Coordinated inspections reduced operational mileage and wasted time.
- Increased tenant cooperation improved access rates during inspections (fewer no-access visits).

Non-cashable benefits in terms of enhanced regulatory assurance and reduced enforcement risk. Resident trust and engagement improved. Staff capability improved and retained by training and empowerment. BCPS model delivers value for money, measurable savings, and human impact (safety and efficiency coexisting at the highest standard). By focusing on prevention, not reaction, project redefined financial management (cost of compliance is now an investment in resilience, reducing long-term exposure & enabling sustainable investment in decency and energy-efficiency programmes). Compliance both financially sustainable and socially responsible

**Hyde Housing** – Each device costs ~£220 (hardware, connectivity & 3 yrs support). With a 10-year design life, quick non-technical installation, and zero maintenance so that one return visit avoided more than offsets the minimal entire device cost. At scale, full payback in first year, followed by sustained savings and compliance assurance for rest of the 10-year life. Quantifiable benefits realised within 12 months of deployment, with reduced inspections and callouts (£80–£250/visit). Improved 1<sup>st</sup>-time fix rates (£500 saved/case through accurate diagnosis). Reduced disrepair claims (£2,000–£5,000/claim avoided). Better targeted retrofit investment (15% wasted capital expenditure reduction). Results supported by independent benchmarking across 60+ UK housing providers. Additional benefits – reduced reputational and regulatory risk, improved ESG performance, and enhanced resident trust (key elements of long-term organisational resilience). COSIE Homes® therefore represents a high-value, low-maintenance investment that pays back quickly while underpinning Hyde's mission to provide safe, healthy homes and measurable regulatory compliance.

### How relevant is this as an example that might be followed by other organisations?

**Defence Infrastructure Org** – combining strategic foresight, operational efficiency, and customer-centric design can replace costly professional surveys with a robust internal assessment framework, has demonstrated how data-driven decision-making can lead to significant financial savings, without compromising quality. The model introduced a scalable triage system, enabling faster response times and more accurate prioritisation of works. This has led to fewer complaints, reduced escalation volumes, and improved satisfaction among residents (outcomes universally desirable across housing sector). Initiative aligns with new legislative standards, such as to Awaab's Law (mandating faster action on health hazards, particularly damp and mould). It is considered industry-leading and places the organisation ahead of the curve in relation. Clear communication, single point of contact, and emphasis on preventive maintenance reduce anxiety for residents and improve trust in service providers (outcomes prioritised in housing policy and tenant engagement). In summary, this is a proven, scalable, and forward-thinking model other organisations can adopt to improve estate management, reduce costs, and enhance resident wellbeing.

**Birmingham Council** – approach to ensure consistent cultural, structural, behaviour can be used by other organisations of any scale (several authorities and partner organisations are replicating it, having recognised its clarity, efficiency, and accountability). Other directorates in Council have begun migrating their compliance functions to the same system. Contractors aligning their reporting and performance measurement with True Compliance (ensure joined-up accountability). Model embeds social value in every layer, through local jobs and resident participation to create a self-sustaining ecosystem of trust, competence, and inclusion that ensures safety remains both affordable and aspirational. In summary, it provides a template for transformation, a proven, human, and measurable approach to safety that other organisations can confidently follow.

**Hyde Housing** – a clear and scalable blueprint for housing providers, demonstrating how low-intrusion, data-driven technology can modernise building safety, enhance compliance, and improve resident wellbeing — without adding administrative or financial burden. Project directly supports compliance with Awaab's Law, the Decent Homes Standard, and RSH consumer standards. COSIE Homes® by providing continuous visibility of internal housing conditions — an auditable, real-time evidence base, eliminating uncertainty about “when awareness begins” so helping landlords act swiftly and transparently when risks arise. The devices (battery-powered, no Wi-Fi, no mains connection, 10-year lifespan) can be installed during standard visits or retrofit works and connects instantly via national NB-IoT/LTE-M networks. This simplicity removes barriers to adoption, particularly for landlords managing

dispersed stock or limited IT resources. These measurable benefits (reduced repeat visits, validated retrofit outcomes, improved first-time fix rates, and healthier homes) that translate into real cost savings, lower carbon emissions, and higher resident satisfaction can be replicated by any provider. A key differentiator is the partnership ethos. IoTSG worked closely with Hyde's operational and engagement teams to ensure insights reached decision-makers quickly and were embedded into business processes. This collaborative model ensures technology adoption is sustainable, not superficial. In conclusion, the Hyde–IoTSG initiative stands as a sector-leading example of how innovation, compliance, and social purpose can align. It offers a proven, scalable approach that any housing provider can follow to deliver safer, healthier homes while meeting the evolving expectations of residents, regulators, and government.