

case study

Origin Housing - Digital Notice Boards

Objective

An ongoing challenge for many social landlords is effective communication with residents, particularly regarding site issues or repairs. Traditionally, estate managers would need to visit sites to distribute letters or update notice boards. The drawback of this approach is clear: in urgent situations, such as lift failures, residents need timely information, and waiting for a physical visit can cause stress and complaints.

Origin Housing faced similar challenges, especially on some of their new builds where work was still underway. They needed a fast, reliable way to communicate with residents immediately, without the need for on-site visits.

Solution

DPE has been installing cloud-based digital notice boards for several years. For Origin Housing, we specified the latest Intratone unit, which features a large full-colour screen that can be updated in seconds via the cloud and is fully interactive.

We have implemented feedback questionnaires and simple fault reporting systems that residents can access by tapping their fob on the notice board and selecting the relevant option. Notifications are sent immediately to Origin, allowing them to monitor customer satisfaction across areas such as cleanliness, security, and lift operation.

Origin now has more than 20 of these notice boards installed and plans to roll them out across their entire housing stock.

