



HomeHub: Taking Property Management Into the Home

The intelligent in-property smart home system
for resident communication, comfort,
environmental insight and housing management

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HomeHub – Full Package Overview

HomeHub takes property management into the home.

Designed specifically for social housing, HomeHub gives landlords a direct in-property interface for resident communication, heating control, environmental insight, compliance reminders and proactive support.

It goes beyond a traditional thermostat by connecting the resident, the property and the landlord through one simple touchscreen device.

HomeHub helps housing providers understand what is happening inside the home, communicate directly with residents, support better living conditions and create a clearer evidence trail across repairs, compliance, damp and mould, heating performance and resident engagement.

It is not just a screen.

It is the in-home connection point between the resident, the property and the wider Vericon platform.

Why HomeHub Matters

Most housing management activity happens outside the home.

- Repairs are managed through systems.
- Communication is sent by letter, email, SMS or phone.
- Compliance records sit in separate platforms.
- Heating issues are often diagnosed after a resident reports a problem.
- Damp and mould risk may only become visible once damage has already occurred.

HomeHub changes this by bringing property management directly into the property.

It gives landlords a live, connected route into the home, supporting earlier visibility, clearer communication, better resident guidance and stronger evidence.

For social housing providers, this means fewer blind spots, fewer disconnected records and a more proactive way to manage homes.



More Than a Thermostat

HomeHub is much more than a heating control device.

Traditional thermostats allow residents to adjust temperature. HomeHub does that — but it also provides the in-home intelligence, communication and engagement layer needed for modern housing management.

It supports comfort, communication, compliance and property insight through one connected interface.

HomeHub capability	Housing management value
Smart heating control	Residents can manage comfort through a simple touchscreen interface
Environmental insight	Temperature, humidity and property condition data supports earlier visibility of risk
Resident communication	Landlords can send messages, updates, reminders and guidance directly into the home
Proactive recommendations	Residents can receive relevant prompts to help manage comfort, heating, ventilation and property conditions
Compliance reminders	Gas safety, appointments and access reminders can be displayed directly on the device
Platform evidence	Communication, alerts and engagement can link back into the wider Vericon evidence chain
Remote updates	Device information and content can be updated remotely
GSM and WiFi connectivity	Always-connected operation supports reliable communication and data flow

HomeHub turns the property itself into an active part of the housing management process.

In-Property Analytics

The challenge

Housing providers often have limited visibility of what is happening inside the home until a resident reports a problem. By that point, the issue may already have escalated.

Damp and mould risk, under-heating, poor ventilation, repeated comfort issues and unresolved property concerns can all develop before they become visible through traditional repairs or complaints processes. This creates operational pressure, resident dissatisfaction and weaker evidence.

How HomeHub helps

HomeHub supports real-time in-property analytics by acting as the in-home interface for resident interaction, heating control, environmental insight and wider Vericon platform data. It helps landlords identify changes in the home environment earlier and provide residents with relevant guidance before issues escalate.

Where risk patterns appear, HomeHub can support the resident-facing response by displaying prompts, advice, reminders or targeted messages.

Benefits

Earlier visibility of property risk

Environmental data helps landlords understand potential issues before they become major repairs or complaints.

Better damp and mould support

HomeHub can provide residents with guidance linked to humidity, ventilation and heating behaviours.

Improved resident understanding

Clear on-screen recommendations help residents understand what action they can take and why it matters.

More informed housing teams

Property insight supports better decision-making across repairs, compliance and asset management.

Evidence linked to action

Messages, alerts and resident engagement can form part of the wider property record.

GSM and WiFi Connectivity

The challenge

Many connected home solutions rely heavily on resident broadband, resident apps or resident-owned devices.

That creates risk for landlords.

- Not every resident has reliable internet.
- Not every resident wants to download an app.
- Not every resident has the confidence to manage digital systems.
- Not every property has consistent connectivity.

For housing providers, this can weaken communication, reduce engagement and limit the value of connected property data.

How HomeHub helps

HomeHub uses GSM and WiFi connectivity to support always-connected communication, monitoring and remote updates. This means the system is not dependent on a resident downloading an app or maintaining a specific broadband connection. The device can remain connected to the Vericon platform, supporting real-time updates, landlord communication and property insight.

Benefits

Reliable in-home connection

GSM connectivity supports communication and data flow even where resident broadband is unavailable or unreliable.

No app dependency

Residents can use the in-property touchscreen without needing to download or manage an app.

Remote updates

Landlords can update messages, guidance and content without needing a site visit.

Better operational continuity

Housing teams can maintain contact with the property more consistently.

Scalable deployment

GSM connectivity supports portfolio-wide rollout across mixed property types.

Resident Communication as Part of Property Management

The challenge

Resident communication is one of the biggest operational challenges in social housing.

- Letters are missed.
- Emails are unopened.
- Phone calls are hard to evidence.
- Apps depend on resident adoption.
- SMS messages can be ignored or misunderstood.

For landlords, the problem is not simply sending information. The problem is making sure important communication reaches the resident and can be evidenced later.

How HomeHub helps

HomeHub gives landlords a direct communication route inside the home.

Messages can be displayed clearly on the touchscreen, including repair updates, appointment reminders, heating guidance, damp and mould advice, compliance notifications and resident support information.

This makes communication part of the property management process rather than a disconnected administrative task.

Benefits

Clearer resident updates

Residents can see important messages directly in the home.

Better appointment communication

Access reminders can help reduce missed visits and wasted journeys.

Support at the point of need

Residents can receive relevant guidance when an issue is identified.

Improved accessibility

Messaging can support residents who may not use apps or email confidently.

Communication evidence

Resident engagement can be recorded as part of the wider Vericon evidence chain.

Damp, Mould and Healthy Homes

The challenge

Damp and mould management requires more than a reactive response.

By the time visible mould appears, the underlying conditions may have been present for weeks or months. The cause may relate to heating, ventilation, property fabric, resident understanding, affordability or a combination of factors.

A generic communication approach is not enough.

Housing providers need earlier visibility, better context and a direct route to guide residents where appropriate.

How HomeHub helps

HomeHub supports damp and mould workflows by bringing guidance, prompts and resident engagement directly into the home.

When environmental data indicates risk, HomeHub can display relevant advice around heating, ventilation and moisture management.

Where the issue requires further action, HomeHub can support communication around inspections, appointments, next steps and resident support — with engagement recorded as part of the wider property evidence chain.

Benefits

Earlier resident guidance

Advice can be delivered before issues escalate.

Reduced reliance on generic leaflets

Guidance can be linked to the property context and the issue being managed.

Resident support without blame

HomeHub helps landlords provide practical advice in a clear and respectful way.

Better compliance evidence

Communication and engagement can be linked to the wider property record.

Stronger Prevention + Proof

HomeHub supports earlier intervention and evidence of what was communicated.

Heating, Comfort and Resident Support

The challenge

Heating issues are often difficult to diagnose from a resident report alone.

A cold home may be caused by boiler performance, heating controls, low system pressure, resident behaviour, affordability pressures or a wider property issue.

At the same time, residents may not always understand how to use controls efficiently, especially after retrofit works or low-carbon heating upgrades.

How HomeHub helps

HomeHub gives residents simple heating control and provides landlords with a connected route to support better comfort management.

It can provide on-screen guidance, alerts and recommendations to help residents manage heating more effectively.

When connected with the wider Vericon ecosystem, HomeHub can support insight into heating performance, resident comfort and potential cold-home risk.

Benefits

Better resident comfort

Residents have a simple, visible way to manage heating inside the home.

Clear heating guidance

On-screen prompts can help residents understand how to use controls effectively.

Support for residents at greater risk

Where patterns suggest under-heating or cold-home risk, landlords can provide targeted support.

Fewer avoidable calls

Simple guidance can help resolve low-risk issues before they become calls to the contact centre.

Stronger heating evidence

Heating-related communication and property insight can sit within the wider Vericon platform.

Compliance, Access and Evidence

The challenge

Social housing providers are under increasing pressure to evidence what happened, when it happened, what was communicated and how residents were kept informed.

This matters across repairs, compliance checks, gas safety, damp and mould, disrepair, consumer standards and complaint handling.

A missed appointment, failed access attempt or undocumented communication can create cost, delay and risk.

How HomeHub helps

HomeHub can display compliance reminders, appointment information, access requests and important property messages directly inside the home.

It helps landlords make communication more visible, more consistent and easier to evidence.

Where messages are linked to the wider Vericon platform, communication can become part of the same property-level evidence chain as environmental insight, heating data and compliance activity.

Benefits

Better access communication

Residents can receive appointment reminders and access information directly in the property.

Reduced failed visits

Clearer reminders can help reduce wasted journeys and rescheduled appointments.

Stronger compliance records

Communication activity can be recorded and retrieved.

Connected evidence

Resident communication sits alongside property and asset insight.

Improved inspection readiness

Teams can show a clearer record of communication, action and outcome.

Value at a Glance

Audience	What HomeHub delivers
Residents	Simple heating control, clearer communication, practical guidance and better support inside the home
Housing teams	A direct route into the property, fewer communication gaps and better resident engagement evidence
Repairs teams	Appointment reminders, clearer updates and reduced avoidable contact
Compliance teams	Stronger records of resident communication, reminders and engagement
Asset teams	Better property context and improved visibility of in-home conditions
Damp and mould teams	Earlier guidance, resident support and evidence linked to environmental risk
Sustainability teams	Resident education for retrofit, heating behaviour and low-carbon technology adoption
Senior leaders	A scalable in-home platform that connects resident communication, property insight and evidence into portfolio-level assurance
IT and digital teams	Connected, API-ready, GSM-enabled property technology with reduced reliance on resident apps

Summary

HomeHub takes property management into the home.

It is more than a thermostat, more than a resident screen and more than a communication tool.

It is an intelligent in-property smart home system that supports heating control, resident communication, environmental insight, proactive recommendations, compliance reminders and connected housing management.

For residents, it provides clearer guidance, easier heating control and better communication.

For landlords, it creates a direct route into the home, stronger property insight and a clearer evidence trail.

For housing providers under pressure to improve resident outcomes, reduce operational demand and evidence action, HomeHub provides the in-property interface that connects the resident, the home and the wider Vericon ecosystem.

HomeHub turns the home into an active part of property management.

Book your HomeHub demonstration today.

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