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TPAS Cymru - Unlocking the Future: How AI Can Transform Social Housing

Hosted by Martin Little

Supported by Akshita Lakhiwal

Event today is free and exclusively for TPAS Cymru members

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Member | Aelod

Diolch yn fawr i'n noddwyr

Thank you to our sponsors

Tai Wales & West Housing

Ariennir yn Rhannol gan **Lywodraeth Cymru**
Part Funded by **Welsh Government**

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Housekeeping……

- It’s a Roundtable – do engage & participate.
- Session will not be recorded.
- Use the chat to share any links/ good practice etc.
- The slides will be shared with attendees after the event.
- At the end do please take a few minutes to complete the feedback survey.

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Outline

- Better services for tenants
- Easier operations
- Predicting outcomes
- Creating smart homes
- Ethical and Inclusive AI

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TPAS Cymru team experiments

WHQS.

Translation.

Meeting notes. (fireflies.ai)

Flyers.

Creating dashboards (Claude.ai)

Creating a list of resources or reading material.

Improving Content in terms of flow, language, or even proofread.

Idea Generation for anything and everything.

Quality Check.

Writing prompts.

AI in Housing

iBuild

Intelligent Augmented Construction

UKRI Innovate UK

KNOWLEDGE TRANSFER PARTNERSHIPS

merseahomes

University of Essex

AI in Housing

stockport homes
Proud to be part of SHG

Verifying Universal Credit 2022

AI is being used to assist in supporting customers struggling to pay their rent. An AI engine has been trained to recognise patterns in customer behaviour and payments. Where there is a change in behaviour, the system sends an automated message – via text or email – or alerts a colleague to check on the resident.

Strict rules have been applied to the use of the AI engine. First, customers can opt out of receiving automated messages at any time. Second, the AI will never be used to make any decisions that could result in legal proceedings on rent arrears. Finally, any customers with particular vulnerabilities do not receive any automated messages. A more personalised approach is taken for them, with contact by members of the team to ensure support is in place.

Used in finance to process supplier invoices.

Savings fed back into the community.

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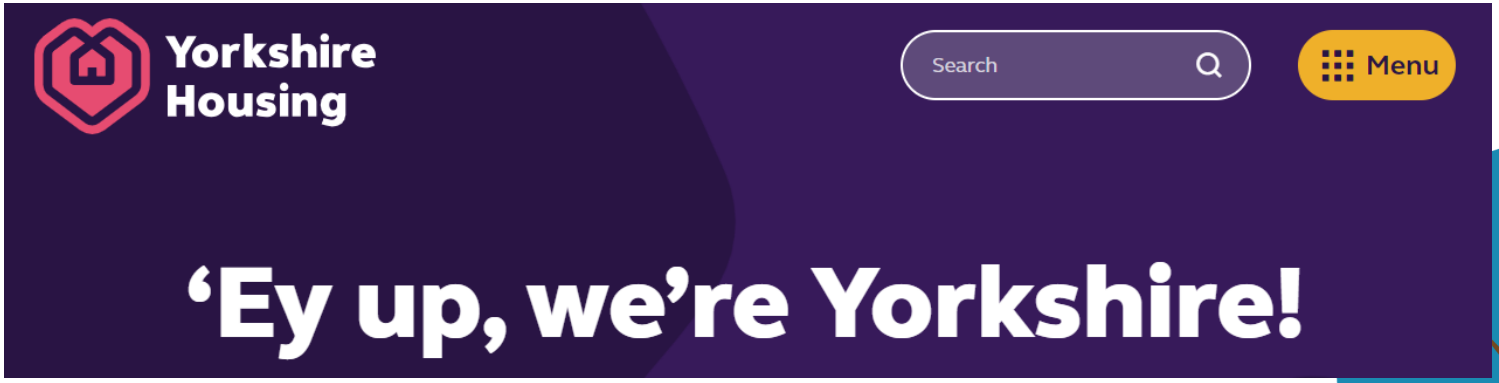
AI in Housing



platform housing group

MORE & MORE

Al yn Nhai Cymru

Grŵp Cynefin
Mwy na thai • More than housing

Cyngor Sir Gâr
Carmarthenshire
County Council

CARDIFF
CAERDYDD

MHA
Monmouthshire Housing
Tai Sir Fynwy

newydd

Organisations attending Centre for Digital Public Services (CDPS) etc. meetings

VALE of GLAMORGAN
BRO MORGANNWG

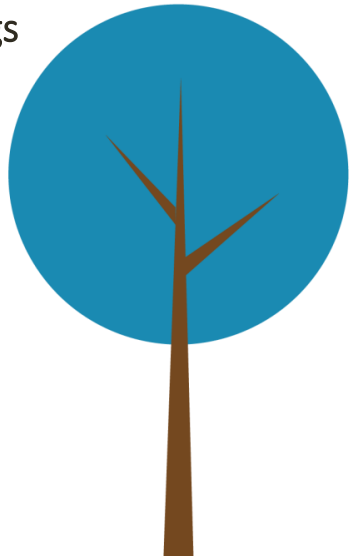
CAERPHILLY
COUNTY BOROUGH COUNCIL
CYNGOR BWRDEISTREF SIROL
CAERFFILI

Powys

Cyngor Sir Penfro - Pembrokeshire County Council

united welsh

TAFF



Potential and Current Uses

:

CHATBOTS & VIRTUAL ASSISTANTS – CUSTOMER SERVICE ETC. GATHERS INFORMATION ABOUT TENANTS, AND ASPECTS OF PROPERTIES WHICH SHOULD BE INTERLINKED.

AI meeting notes (including tenant meetings)

Repairs and Maintenance – analyse data from maintenance logs to predict when equipment is likely to fail.

Compliance

Rent and arrears management

Gathering new data such as smart sensors inside each property which would anticipate problems rather being reactive.

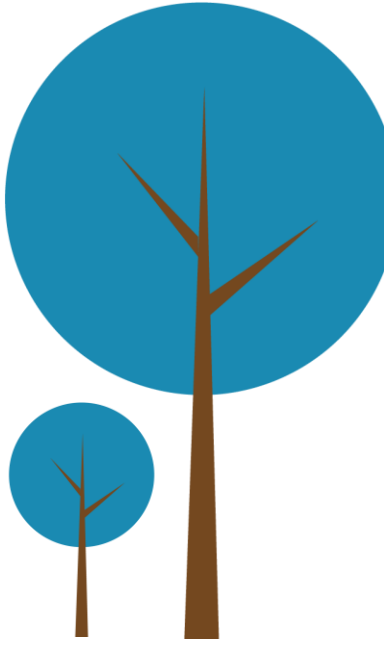
Energy management – optimise energy usage, reducing costs.

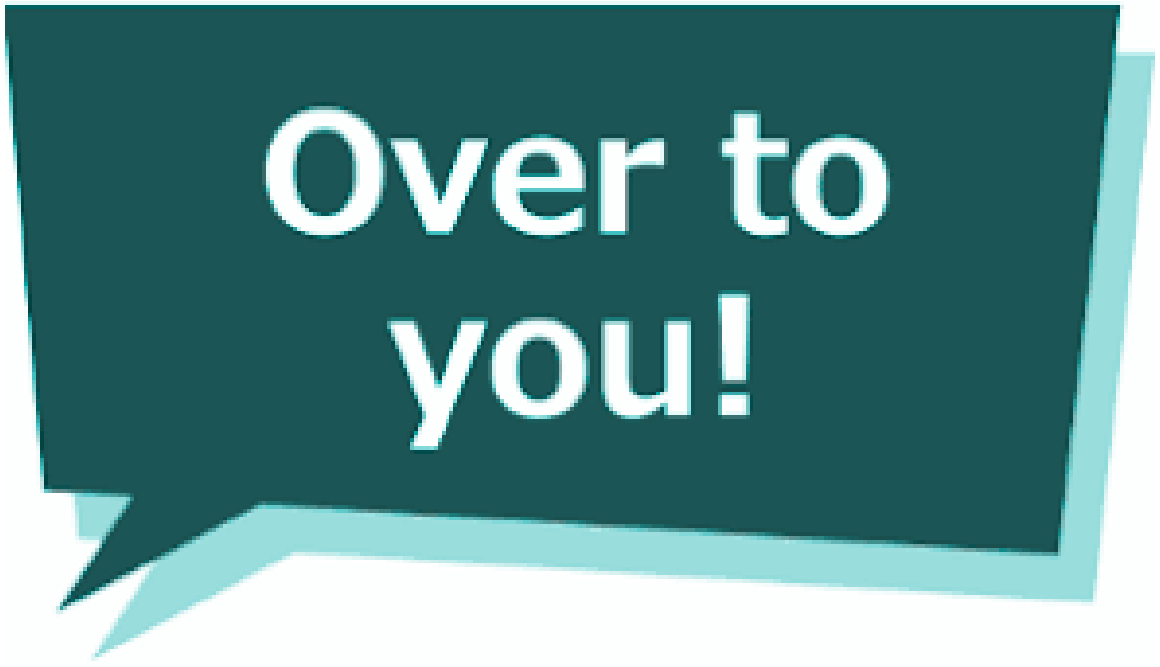
Tenant screening and allocation – analyse applications and allocates most suitable property.

Community building and engagement – AI can facilitate better community engagement by analysing social interactions and preferences, helping to organise events and activities that foster a sense of community among residents.

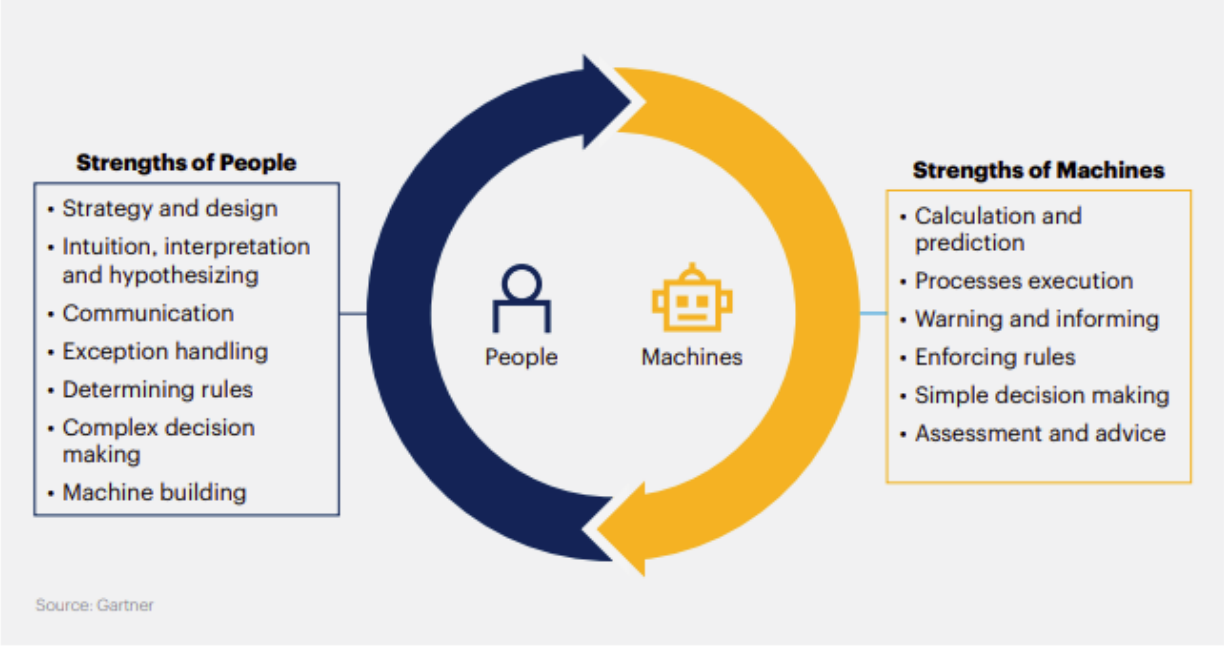
AI Comes with Risks

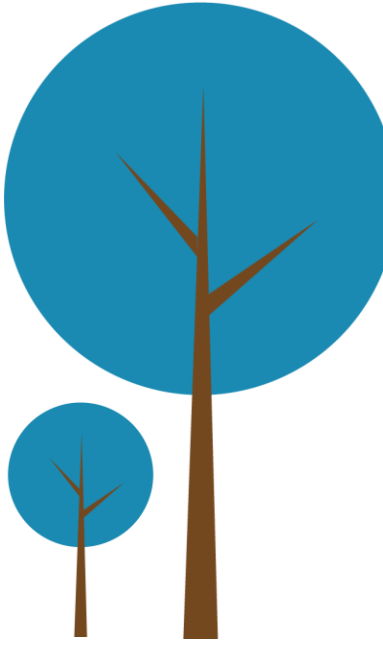
- Confidentiality.
- Copyright.
- Underlying bias.
- Can be manipulated.
- Transparency / explainability.
- Service failure.
- Data: - ownership – use of data – quality – integrity.
- AI policy in place – 21% according to Microsoft
- Digital Inclusion
- AI has an environmental challenge




Over to
you!

Takeaways


Strengths of People
• Strategy and design
• Intuition, interpretation and hypothesizing
• Communication
• Exception handling
• Determining rules
• Complex decision making
• Machine building
People
Machines
Strengths of Machines
• Calculation and prediction
• Processes execution
• Warning and informing
• Enforcing rules
• Simple decision making
• Assessment and advice
Source: Gartner



Takeaways

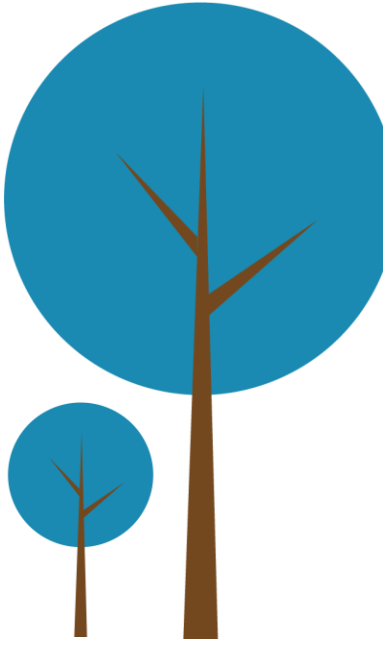
Artificial Intelligence

- Using AI comes with its own unique security considerations.

Remember AI when using AI

Accuracy

Information



Coming up in September

Event	Who's it for?	Date
What Tenants in Wales Told us About Their Rents Free online session	Anyone who has an interest in housing in Wales.	5th September
WHQS23 & Tenant Engagement: a good practice framework Online session	All involved in delivering WHQS23:	5th and 17th September
What contractors need to know: (WHQS23) Free online session	Exclusively for contractors	12th September
Placemaking for People: Making Communities Liveable for All Online session	Everyone!	September
Demystifying Myths Around Heat Pumps: Episode 1 Free online session for members	Everyone!	18th September
The National 1-Day Staff Network Metropole Hotel, Llandrindod Wells	Staff	19th September
Tenants Voice Cymru Forum Free online session for tenants	Tenants	25th September

For full details see our website: www.tpascymru/events

National Tenant Engagement Conference 2024

13th / 14th November

With thanks to our year-round sponsors:

Tai Wales & West Housing

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Evaluation

https://tpascymru.questionpro.eu/feedback

Diolch i chi am fynychu

Thank you for attending

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