

What is a smart home device?

It is an internet connected device that collects and shares data. You might already have used popular smart devices like Amazon Echo voice controllers (Alexa), Ring smart doorbells and Fitbits.

These devices are now mainstream. Collectively they are known as the “Internet of Things”.

Why does Poplar HARCA want to install them?

We want to improve the services we offer by providing residents with technology that helps to make homes healthier, safer and cheaper to run.

How can these devices help me?

The devices use the information they collect to let you – and us - know when there might be a problem or something you can do to improve your home environment. Some of the devices are connected to an app that allows you to operate them from your mobile phone if you want to.

I’m not very confident with computers or technology, is a smart home for me?

Yes! You don’t need any skills or experience, these devices are designed to be intuitive and user friendly so that everybody can benefit from them.

What devices are currently available?

- Environmental sensors that detect temperature, humidity and CO2 to improve air quality and reduce the risk of mould and condensation
- Smoke and carbon monoxide detectors that test themselves and let us know if they need to be repaired
- Heating and hot water controls that help you to use your boiler more efficiently and save on fuel bills
- Leak detectors to alert us to unexpected water before it damages your home

Can I choose which devices are installed in my home?

We will always talk to you about which devices you might benefit from the most. Not all devices will be available all of the time and you can opt out of particular devices if you wish.

Will I need to pay for anything?

No. There is no cost to you.

Do I need to have an internet connection in my home?

No. The devices are connected to a hub via a secure, wireless connection known as LoRaWAN.

Will the devices use my broadband?

No. Even if you have an internet connection, they will connect via our secure, wireless network.

Can I see the information that is gathered about my home?

Yes, you will be able to see the information collected by the devices via the resident app.

Who can access information about my home?

Poplar HARCA will see information collected by the sensors. We will use the information to alert us to tailor our services and advice to your specific circumstances.

The companies who provide the devices will see the data collected by the devices but not personal information about your household.

Where can I find more information?

The full smart homes [terms and conditions](#) are available on our website.

How do I sign up?

You can register [here](#):

Am I guaranteed to get a device if I register my interest?

No, but we will add you to our waiting list if we don’t have enough devices available straight away.

Can I change my mind?

Yes, you can opt out at any time.