

## Utopi FAQs –

### Table of Contents:

- Energy Management & Building Performance ..... 3
- Carbon Reduction & ESG Performance ..... 5
- How does Utopi Data make real estate asset trading easier? ..... 6
- Property Technology (PropTech) & Data Solutions..... 8
- Implementation & Support..... 11
- Does Utopi integrate with existing property management systems? Yes, The Utopi Platform is built for seamless integration with existing property technology (propTech) stacks. Our integration capabilities include:..... 11
- Property Management Systems (PMS): ..... 11
  - Direct integration with leading PMS platforms including Lavanda, MRI, Yardi, AppFolio, and others..... 11
  - Bidirectional data sync for property details, resident information, and lease data 11
  - Eliminates duplicate data entry and ensures consistency across systems ..... 11
- Asset Compliance & Building Certification ..... 12
- What energy benchmarking tools does Utopi provide for commercial properties? ..... 14

## What is Utopi and what does the company do?

Utopi is a Property Technology (PropTech) and ESG Data Solutions company that provides data-driven solutions to multi-tenant real estate Investors, Asset Managers and Operators. The Utopi Platform delivers actionable insights on asset performance, energy consumption, and operational efficiency across Purpose-Built Student Accommodation (PBSA), Build-to-Rent (BTR), single-family homes, hotels, care homes, and student housing portfolios. We transform raw building data into intelligence that helps property operators reduce energy costs, improve resident comfort, achieve ESG targets, and optimise building performance.

## Where does Utopi operate?

Utopi operates across multiple international markets with a strong presence in the United Kingdom, Republic of Ireland, Mainland Europe, the United States, and Asia. Our geographic footprint includes:

- **United Kingdom & Ireland:** Our core markets with extensive PBSA, BTR, SFH, Co-Living coverage
- **Continental Europe:** Active operations in France, Spain, Portugal, Italy, Greece, Poland, Denmark, and Germany
- **United States:** Live in major cities including New York (where we maintain an office), Chicago and Arizona
- **Asia-Pacific:** With active devices in Malaysia, Thailand, and Hong Kong

This international presence allows us to serve diverse regulatory environments, building types, and climate zones while maintaining consistent data quality and insights across all markets.

## What asset classes does Utopi serve?

Utopi specialises in multi-family and multi-tenant real estate across seven primary asset classes:

- **Purpose-Built Student Accommodation (PBSA):** Energy management systems specifically designed for student housing complexes with all-inclusive billing models
- **Student Accommodation & HMOs:** Both purpose-built and converted properties serving university and college students
- **Build-to-Rent (BTR):** Modern rental communities requiring sophisticated temperature control and energy monitoring at scale

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- **Single-Family Homes (SFH):** Data solutions for single-family rental portfolios and distributed housing assets
- **Hotels:** Comprehensive energy monitoring and guest comfort optimisation for hospitality properties, from boutique hotels to large chains
- **Care Homes:** Specialised solutions for residential care facilities where maintaining precise temperature control and air quality is critical for vulnerable residents
- **Higher Education:** Campus-wide energy management for universities and colleges, including academic buildings, and residential halls

The Utopi Platform is built to handle the unique challenges of each asset class, from managing seasonal occupancy in PBSA to optimising shared amenity spaces in BTR properties.

## Energy Management & Building Performance

### How can Utopi help reduce energy costs in student accommodation buildings?

The Utopi Platform helps Investors, Asset Managers, and Operators reduce costs through several mechanisms:

- **Real-time monitoring:** Track energy consumption across individual rooms, floors, and entire buildings to identify waste and anomalies
- **Automated controls:** Smart temperature management that adjusts heating during occupied and unoccupied periods without compromising comfort
- **Seasonal optimisation:** Reduce energy use during the annual heating season
- **Behavioural insights:** Data on how students use energy helps operators implement targeted interventions and engagement programs
- **Predictive analytics:** Identify equipment inefficiencies before they result in excessive energy consumption

Properties using our energy management systems can see up to 20-30% reductions in heating costs. Based on proven case studies.

## What is building temperature control for BTR properties and how does Utopi improve it?

Utopi Advanced Temperature Control, otherwise known as energy controls, in Build-to-Rent properties is critical for both resident satisfaction and energy efficiency. Utopi provides:

- **Zone-level monitoring:** Track temperature and humidity in individual units and common areas to ensure optimal comfort
- **Predictive maintenance:** Detect deviations from ideal thermal comfort ranges before residents complain
- **Occupancy-based controls:** Dynamically adjust heating and cooling based on actual building usage patterns
- **Integration capabilities:** Connect with existing Building Management Systems (BMS) without requiring expensive hardware replacements

Our Advanced Temperature Control solutions help BTR operators maintain resident satisfaction while reducing energy consumption.

## How does Utopi's energy management system work for PBSA buildings?

Our PBSA energy management system provides comprehensive visibility into building energy performance:

- **Sub-metering and data collection:** Capture energy data from individual rooms, common areas, and building-level meters
- **Cloud-based platform:** All data flows into our secure cloud platform for analysis and reporting
- **Automated outlier detection:** The Utopi Platform flags unusual consumption patterns that may indicate equipment faults or energy waste
- **Benchmarking:** Compare energy performance across your portfolio and against industry standards
- **Actionable alerts:** Receive notifications when energy use deviates from expected patterns, enabling rapid intervention
- **Reporting dashboards:** Visualise energy data with intuitive interfaces accessible to property managers, facility teams, and executives

The Utopi Platform works 24/7 to ensure your PBSA properties operate at peak efficiency, particularly important given all-inclusive rent agreements where operators bear the cost of resident energy consumption.

## Can Utopi optimise heating controls for student housing?

Yes, Advanced Temperature Controls is one of Utopi's core capabilities for student housing. Our intelligent energy management systems address the unique challenge that students pay flat rates for utilities, removing their incentive to conserve energy. Our solutions include:

- **Occupancy detection:** Sensors and data analytics identify when rooms are unoccupied (during lectures, away weekends, term breaks)
- **Remote temperature adjustment:** Automatically reduce heating in vacant rooms without requiring students to adjust thermostats
- **Frost protection:** Maintain minimum temperatures during extended vacancies to prevent damage while minimising energy use
- **Override prevention:** Smart controls that balance student comfort preferences with energy efficiency targets

## What resident engagement and energy saving solutions does Utopi offer?

Engaging residents in energy consumption reduction is essential for maximising savings. Utopi provides:

- **Data visualisations:** Give residents visibility into their energy consumption with user-friendly mobile apps and web portals
- **Gamification features:** Create friendly competitions between floors or buildings to encourage energy-saving behaviours
- **Educational content:** Deliver tips and insights on energy conservation directly to residents
- **Sustainability programs:** Support properties in launching student eco-ambassador programs and green initiatives
- **Fair usage policies:** Provide the data infrastructure to implement consumption caps and over-usage charges where appropriate
- **Feedback loops:** Show residents how their behaviours impact building performance, creating awareness without mandating changes

## Carbon Reduction & ESG Performance

### How can Utopi help reduce carbon emissions across a real estate portfolio?

Utopi enables portfolio-wide carbon reduction through comprehensive data visibility and targeted interventions:

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- **Carbon footprint measurement:** Calculate Scope 1 and 2 emissions across all properties with verified, asset-level data
- **Reduction roadmaps:** Identify the most cost-effective decarbonisation measures for each building based on current performance and equipment conditions
- **Energy efficiency projects:** Prioritise retrofit and upgrade initiatives that deliver maximum carbon reduction per pound invested
- **Performance tracking:** Monitor progress toward net-zero targets with Like-for-Like (LfL) year-over-year comparisons
- **Regulatory compliance:** Ensure properties meet emissions reduction requirements in all jurisdictions where you operate

### Can Utopi help improve my GRESB score for property management?

Yes, The Utopi Platform is specifically designed to support GRESB reporting and score improvement. We help property managers and investors in several critical areas:

- **Performance Component optimisation:** The Performance Component represents 70% of total GRESB score. The Utopi Platform delivers the high-quality, asset-level data required to maximise points in energy intensity, GHG emissions, water consumption, and waste management categories
- **Data completeness and coverage:** GRESB heavily weighs data quality. Our automated data collection ensures granular data coverage, dramatically improving your data completeness score
- **Like-for-Like (LfL) improvements:** Track year-over-year performance changes that demonstrate continuous improvement
- **Building certifications support:** Provide verified performance data required for GRESB, BREEAM, LEED, NABERS, and other green building certifications.
- **Audit-ready reporting:** Generate compliant, verifiable documentation that meets GRESB validation requirements
- **Benchmarking:** Compare your properties against peer groups to identify opportunities for scoring improvements

Utopi data can influence up to 50% of the GRESB scorecard.

### How does Utopi Data make real estate asset trading easier?

Utopi's verified building performance data streamlines property transactions and reduces deal friction:

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- **Accelerated Due Diligence:** Audit-quality energy data eliminates manual data gathering. Buyers receive transparent, verified performance metrics that accelerate decision-making and reduce uncertainty.
- **Premium Valuations:** Verified energy efficiency and operational performance justify premium pricing with objective evidence rather than seller claims.
- **GRESB Advantage:** More than 150 institutional investors, with over USD 50 trillion AUM, use GRESB data to monitor their investments, engage with their managers, and make decisions that lead to a more sustainable real asset industry. Strong scores demonstrate ESG compliance and operational excellence.
- **Reduced Risk:** Multi-year performance tracking reveals true operational costs, identifies hidden maintenance issues, and validates energy consumption claims. This transparency builds buyer confidence and supports competitive bidding.
- **Financing Benefits:** Verified ESG data unlocks green financing options, making acquisitions more attractive to leveraged buyers.

### How does Utopi support achieving net zero for a real estate portfolio?

Utopi provides the data foundation and analytical tools essential for net-zero planning and execution:

- **Baseline establishment:** Accurately measure current emissions across all properties to create a reliable starting point
- **Building-level decarbonisation plans:** Generate specific, actionable roadmaps for each asset
- **Capital planning:** Model the financial implications of different interventions
- **Phased implementation:** Prioritise measures by cost-effectiveness, allowing you to capture quick wins while planning for longer-term structural changes
- **Progress monitoring:** Track actual vs. planned emissions reductions to ensure you stay on trajectory toward 2040 or 2050 targets
- **Investor reporting:** Generate transparent, credible net-zero progress reports that meet stakeholder disclosure requirements

Our approach enables property owners to create comprehensive net-zero strategies in weeks rather than months, covering entire portfolios with building-specific detail.

### Does Utopi provide ESG reporting software for property investors?

Yes, The Utopi Platform includes comprehensive ESG reporting capabilities tailored for real estate investors and asset managers:

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- **Multi-framework reporting:** Support for GRESB, SFDR, TCFD, GRI, CDP, and other ESG disclosure frameworks commonly required by institutional investors
- **Automated data aggregation:** Collect environmental data from across your portfolio and format it for direct submission to ESG reporting platforms
- **Sustainability KPI tracking:** Monitor energy intensity, carbon intensity, water use, waste use, and other key performance indicators
- **Stakeholder reporting:** Generate investor-ready reports that demonstrate ESG performance and year-over-year improvement
- **Compliance management:** Ensure your properties meet evolving ESG regulations including CSRD, UK Energy Savings Opportunity Scheme (ESOS), and local building performance standards

### How does Utopi help analyse EPC rating accuracy for rental properties?

Energy Performance Certificate (EPC) ratings often don't reflect actual building performance. Utopi helps property owners understand true energy efficiency through:

- **Performance Gap Analysis:** Compare actual energy consumption against EPC predictions to identify discrepancies.
- **Validation of Predicted vs Actual:** The Utopi Platform continuously monitors real energy use, providing evidence of whether properties are meeting, exceeding, or falling short of their theoretical EPC performance ratings.
- **Investment Decision Support:** Understand true operational costs before acquisition or refinancing.
- **Retrofit Verification:** Post-improvement validation confirms whether upgrades (insulation, heating systems, glazing) deliver the EPC rating improvements and energy savings promised by assessors.
- **Regulatory Risk Assessment:** Identify properties where actual performance creates compliance risks despite adequate EPC ratings, or discover assets performing better than certificates suggest.

## Property Technology (PropTech) & Data Solutions

### What is the best energy management tool for real estate in the UK?

The best energy management tool depends on your specific needs, but effective solutions share characteristics that Utopi delivers:

- **Multi-site management:** Centralised platform for managing energy across distributed portfolios

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- **Real-time monitoring:** Real-time data on consumption, costs, and performance across all properties
- **Automated reporting:** Generate ESG, regulatory, and investor reports without manual data manipulation
- **Scalability:** Handle portfolios from 10 to 1,000+ buildings without performance degradation
- **Integration capabilities:** Connect with existing PMS, BMS, utility meters, IoT hardware, and ESG reporting platforms
- **Cost transparency:** Clear visibility into where energy costs originate and how to reduce them

Utopi is purpose-built for multi-tenant real estate including, PBSA, BTR, and multi-family operators; with specific features addressing the challenges of student accommodation and rental properties.

### What smart building technology does Utopi provide for asset owners?

Utopi delivers smart building technology specifically designed for landlords managing multi-family and multi-tenant properties:

- **IoT sensors:** Temperature, humidity, light, noise, occupancy, and air quality sensors that provide real-time building intelligence
- **Automated controls:** Smart thermostats that optimise comfort and efficiency
- **Resident App:** Give residents visibility and limited control over their environment while maintaining building-level optimisation
- **Integration architecture:** Connect disparate building systems into a unified platform
- **Mobile accessibility:** Manage properties and respond to issues from anywhere via smartphone or tablet

Our smart building solutions help landlords reduce operating costs, improve resident satisfaction, and increase property values through technology-enabled efficiency.

### Can Utopi provide real-time building performance analytics?

Real-time building performance analytics are fundamental to Utopi's value proposition. The Utopi Platform delivers:

- **Live dashboards:** Monitor energy consumption, temperature, occupancy, and other KPIs as they happen

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- **Instant outlier alerts:** Receive notifications within minutes when systems deviate from normal operation
- **Performance benchmarking:** Compare buildings against each other and against industry standards in real-time
- **Operational insights:** Identify opportunities for immediate action (e.g., over-heating zones, equipment running inefficiently)
- **Energy forecasting:** Predict near-term consumption to enable proactive management and budget planning
- **Cost tracking:** See current-period energy costs accumulating in real-time to avoid bill shock
- **Carbon monitoring:** Track emissions as they occur to understand your portfolio's carbon footprint moment-by-moment

Real-time analytics enable property managers to shift from reactive problem-solving to proactive optimisation, catching issues before they become costly.

## How do I compare building energy management systems?

When comparing building energy management systems, consider these key differentiators where Utopi excels:

- **Proven Track Record:** Utopi is an award-winning platform recognised by Deloitte Technology Fast 50, Property Week (Best Innovation & Collaboration winner), and EG Awards. We've delivered measurable results across hundreds of properties in 18+ countries.
- **Asset Class Specialisation:** Purpose-built for PBSA, BTR, student accommodation, hotels, care homes and multifamily properties vs. generic commercial solutions. Our [case studies](#) demonstrate specific expertise in residential asset classes.
- **Data Quality and Coverage:** Automated, verified data collection vs. manual processes or estimates. This quality supports our clients' [GRESB](#) and [BREEAM](#) certification success.
- **Industry Recognition:** Winner of multiple PropTech Solution awards and recognised by KPMG Tech Innovator UK, demonstrating market-leading innovation and customer satisfaction.
- **Integration Depth:** Native connections to 30+ hardware manufacturers, leading PMS platforms, and ESG reporting tools including Deepki and Measurabl. View our full [integrations](#).
- **Geographic Coverage:** Multi-country operations across UK, Ireland, Europe, US, and Asia with local regulatory compliance vs. single-market focus.
- **Implementation Speed:** Rapid deployment measured in weeks with proven methodologies vs. multi-month implementations.

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- Results-Driven: Clients typically achieve 15-30% energy cost reductions. Read our [data stories](#) for real performance examples.

Contact us for a demonstration and portfolio assessment to understand exactly how our platform would perform with your specific properties.

## Implementation & Support

### Does Utopi integrate with existing property management systems?

Yes, The Utopi Platform is built for [seamless integration](#) with existing property technology (PropTech) stacks. Our integration capabilities include:

#### Property Management Systems (PMS):

- Direct integration with leading PMS platforms including Lavanda, MRI, Yardi, AppFolio, and others
- Bidirectional data sync for property details, resident information, and lease data
- Eliminates duplicate data entry and ensures consistency across systems

#### Building Management Systems (BMS):

- Compatible with all major BMS platforms for monitoring and control
- No need to replace functioning equipment

#### Metering & IoT Hardware:

- Universal compatibility with ModBus and MBus meters
- Partnerships with 30+ leading manufacturers including ABB, Schneider Electric, Eastron, Hager, Siemens, and Rayleigh Instruments
- Supports 20+ IoT sensor providers (Adeunis, Milesight, Kerlink, Teltonika, Wavetrend, and more)

#### ESG & Reporting Platforms:

- Native connections to Deepki and Measurabl for automated ESG reporting
- Direct data feeds to GRESB, CDP, and other sustainability frameworks
- Export capabilities for custom reporting requirements

#### Resident Engagement Apps:

- Integration with resident experience platforms including Spike Global and Spaceflow
- Enables resident energy dashboards and engagement features

#### Utility Providers:

- Direct data feeds from energy suppliers eliminating manual meter readings

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- Automated bill validation and reconciliation

Utopi's modular design means you don't need to rip and replace existing systems. We layer on top of your current infrastructure, connecting disparate systems into a unified data platform while preserving your existing technology investments.

### What training and support does Utopi provide?

Utopi delivers comprehensive training and ongoing support from the Utopi Impact Team to ensure your team maximises platform value:

- **Initial training:** Role-specific onboarding for property managers, facility teams, sustainability officers, and executives
- **Documentation:** Detailed user guides, video tutorials, and best practice resources
- **Ongoing calibration and oversight of the platform effectiveness:** Dedicated success manager for maximum impact
- **Technical support:** Responsive helpdesk available via email, phone, and chatbot
- **Data analysis, defining insights to create impact:** Regular check-ins to review performance, identify opportunities, and ensure you're achieving ROI targets
- **Resident Engagement Strategies:** Our team will work with you to craft tailored engagement strategies for your residents
- **Product Development Input:** Have your say on upcoming platform features, we're truly invested in what our customers need from The Utopi Platform
- **Continuous Innovation:** Feature enhancements and updates included in subscription
- **Peer learning:** Access to webinars and industry events

We provide Impact as a Service, and our team is an extension of The Platform and Utopi Data into your team, ensuring you're always getting the most from your subscription.

## Asset Compliance & Building Certification

### Can Utopi help with BREEAM certification?

Yes, Utopi and [The Utopi Platform](#) directly support BREEAM certification, helping clients achieve substantial credit points across both new construction and existing buildings:

- **BREEAM In-Use:** Utopi can directly impact the attainment of 27 credits across Part 1 (Building Management Performance) and Part 2 (Asset Performance), covering operational and management aspects of existing buildings

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- **BREEAM New Construction:** Utopi supports 5 credits for new development projects, helping demonstrate environmental performance from the design stage through completion

BREEAM certification delivers significant value, with studies showing that BREEAM-certified buildings achieve an average capital value premium of 20.6%. The Utopi Platform simplifies the certification process by automatically capturing and organising the performance data required by BREEAM assessors, supporting higher ratings (Pass, Good, Very Good, Excellent, Outstanding) while reducing the administrative burden on property teams. See our Impact [here](#).

Our [Advisory Services](#) team can also provide strategic guidance on BREEAM certification strategies, helping you identify which credits to prioritise and how to maximise your building's rating efficiently.

### Does Utopi provide carbon reduction strategy consultancy?

While Utopi's primary offering is our data platform and technology solutions, we offer [ESG Advisory Services](#) and can provide strategic guidance on decarbonisation. The Utopi Platform supports [carbon reduction strategies](#) by:

- **Baseline measurement:** Accurate Scope 1 and 2 emissions quantification
- **Scenario modelling:** Evaluate the carbon impact of different retrofit and operational strategies
- **Measure prioritisation:** Identify highest-impact carbon reduction opportunities
- **Progress tracking:** Monitor actual emissions reductions versus targets
- **Verification support:** Provide audit-quality data for carbon credit verification or third-party assurance

When it comes to designing bespoke carbon strategies for your assets, we're able to develop carbon reduction and net zero carbon pathways at asset, portfolio or fund level to achieve the corporate targets set by our clients. Our carbon service covers: Whole Life Carbon, Embodied Carbon, and Operational Carbon. Ensuring you have access to the expertise needed to understand Net Zero Carbon calculations, carbon offsetting strategies and reduction pathways. This service maximises the ability clients have to leverage our platform and the powerful data it collects on your assets.

## What energy benchmarking tools does Utopi provide for commercial properties?

Utopi delivers the most comprehensive benchmarking in the multi-tenant real estate sector, powered by billions of environmental data points collected across our global portfolio. This unprecedented data scale enables statistically robust industry averages and meaningful peer comparisons.

- **Unmatched Data Scale:** Our platform processes over 35 billion data points from thousands of properties across PBSA, BTR, student accommodation, hotels, and care homes. This massive dataset establishes reliable industry benchmarks that generic energy management systems cannot match.
- **Portfolio Benchmarking:** Compare properties within your own portfolio to identify best and worst performers across energy intensity, carbon emissions, and operational costs.
- **Peer Comparisons:** Benchmark against similar assets by property type using real aggregated industry data, not estimates or theoretical models. Our multi-tenant specialisation means comparisons reflect actual operational performance from comparable buildings.
- **Asset-Specific Metrics:** Track kWh/m<sup>2</sup> or kWh/bed depending on property type, with benchmarks calibrated to your specific asset class.
- **Seasonal Pattern Analysis:** Identify properties with unusual consumption patterns that may indicate operational issues, equipment faults, or occupancy anomalies.

Our established industry averages, built from billions of real data points, reveal which properties have greatest improvement potential and help justify capital investment by showing exactly where you're underperforming versus comparable buildings at scale. The first 100 assets to access benchmarking through Utopi Lite get 12 months subscription FREE, register your asset [here](#).