

SPARTANBURG HOUSING

Live AI monitoring on the cameras they already had

CLIENT

Spartanburg Housing

LOCATION

Spartanburg, South Carolina

SITE

Archibald

CAMERAS MONITORED

31

NEW HARDWARE INSTALLED

None

STATUS

Live

The challenge

Like many housing authorities, Spartanburg Housing had cameras across its property but no practical way to watch them in real time. The footage was there if someone went looking, but nobody was watching as things happened.

The options for changing that were expensive. Station staff at a wall of monitors, or sign up with a remote monitoring company and pay every month. Both pay for eyes, not outcomes, and neither fits the budget of an authority serving an under-resourced community.

The approach

HousingShield AI deployed as a software layer on top of the cameras and recorder Spartanburg already owned. No cameras were replaced and no new recorder was added. A secure gateway connects the site to the HousingShield platform, where the AI reviews activity around the clock and raises an alert only when a person should take a look.

The team now gets after-hours presence alerts on the common-area cameras people move through, person detection that picks people out from ordinary motion so an alert means a person and not a passing car, an alert when a camera goes offline, frozen snapshot evidence tied to the exact camera and time, and a plain-language activity report in their inbox every Monday. All of it runs through a single dashboard their staff can use without training.

31

cameras monitored at the site

0

new cameras or recorders installed

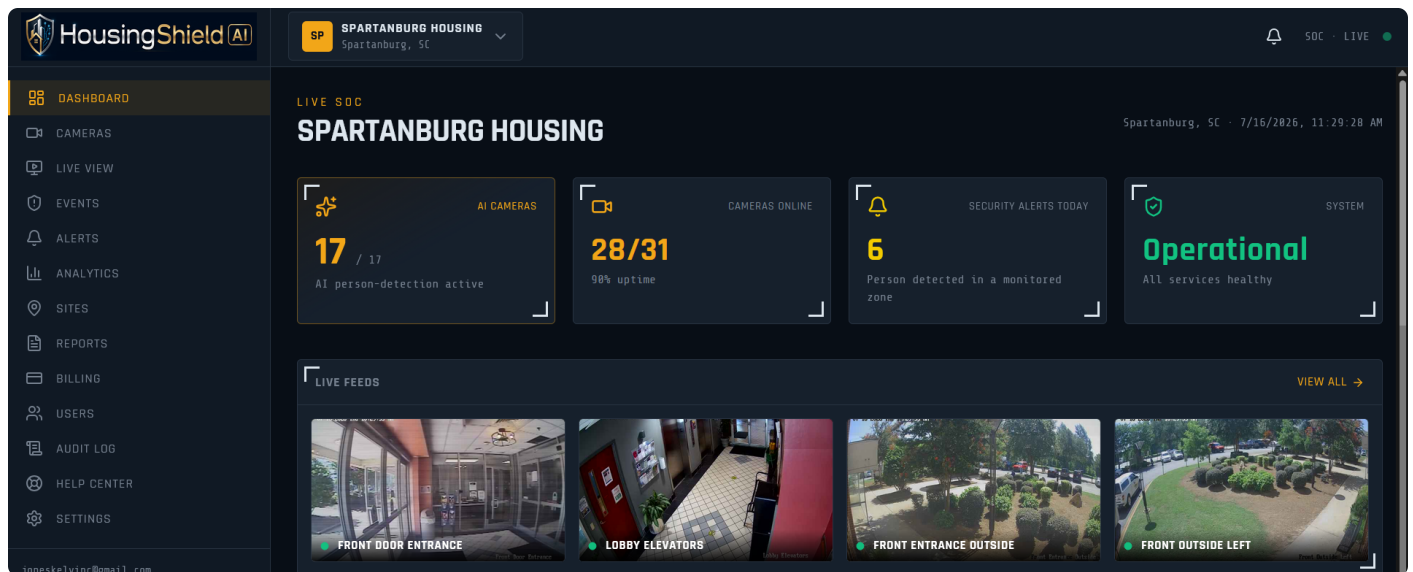
24/7

automated watch, no staff at a monitor

What it is showing

In a recent week, the system processed more than 13,700 camera detections and flagged 50 for a closer look, none of which were escalated to an incident, filtering out the routine traffic that would otherwise bury anyone reviewing footage. Camera health is tracked separately from those security alerts, so a camera that goes offline or needs service is reported as a maintenance signal instead of inflating the numbers staff are meant to act on.

Every Monday, a plain-language activity report gives leadership a record of the week, written so non-technical staff can read it without training. A still image is saved with every alert as evidence and kept for 90 days, so the team can show what happened without scrubbing through video. As the deployment matures, fuller outcome numbers will follow.



A live view of activity and camera health across the Archibald site.

“Now we don’t have to guess. The report shows our real high-traffic times, so we can decide when we actually need security instead of guessing.”

Jacquetta Harris, Chief Operating Officer, Spartanburg Housing

“It’s been a great tool. It gives us a quick snapshot when we come in and tells us a story. It’s a proactive approach versus a reactive one.”

Curtis Dawkins, Property Manager, Spartanburg Housing

Why it matters

For a housing authority, HousingShield turns cameras that were only useful after the fact into a system that flags problems as they happen. It does that without new hardware, without a monitoring contract, and at a simple per-camera price a director can take to a board. For the residents those cameras protect, it means a property that is actually being watched.

See it on your own cameras.

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