

March 2023

# CASE STUDY

ONGO TRIAL AICO'S  
CONNECTED HOME  
SOLUTION



TOGETHER WITH



ONGO HAS BEGUN A TRIAL OF AICO'S  
CONNECTED HOME SOLUTION ACROSS  
85 OF THEIR PROPERTIES.

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Ongo has begun a trial of Aico's Connected Home Solution across 85 of their properties. This initiative is part of a wider project to identify potential issues within the properties that are susceptible to damp and mould whilst also empowering residents to act on potential issues.

Ongo, the largest housing provider in North Lincolnshire, put resident engagement and empowerment at the forefront of their service delivery. Local communities are at the heart of Ongo business, which is why all profit made is reinvested in to improving neighbourhoods and creating opportunities. This recent project is another example of Ongo seeking to take resident engagement and safety to the next level.

## TRIAL: PROACTIVELY PINPOINTING DISREPAIR

Ongo were interested in improving how they identify and handle potential issues, particularly in the most common area of damp and mould. They decided to trial Aico's Connected Home Solution across 85 properties, installing Environmental Sensors in kitchens, bathrooms, living rooms and bedrooms to get a better insight to the conditions within each property.

Using the HomeLINK dashboard, Ongo now have access to the environmental conditions within these properties, including temperature, humidity, and carbon dioxide, as well as key insights that will help them target properties in need of action. Aico's Environmental Sensors collect data necessary to calculate if a property has the conditions for mould to grow, enabling Ongo to act before the problem grows. The solution will highlight properties to target, as well as provide Ongo with an understanding of the likely cause of the issue, being either structural, or environmental.

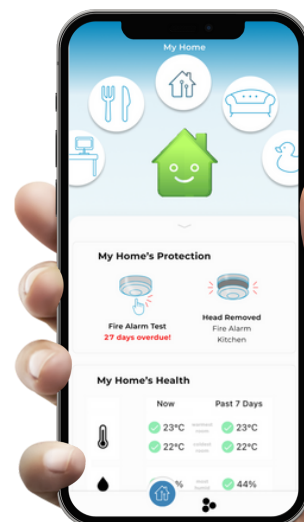
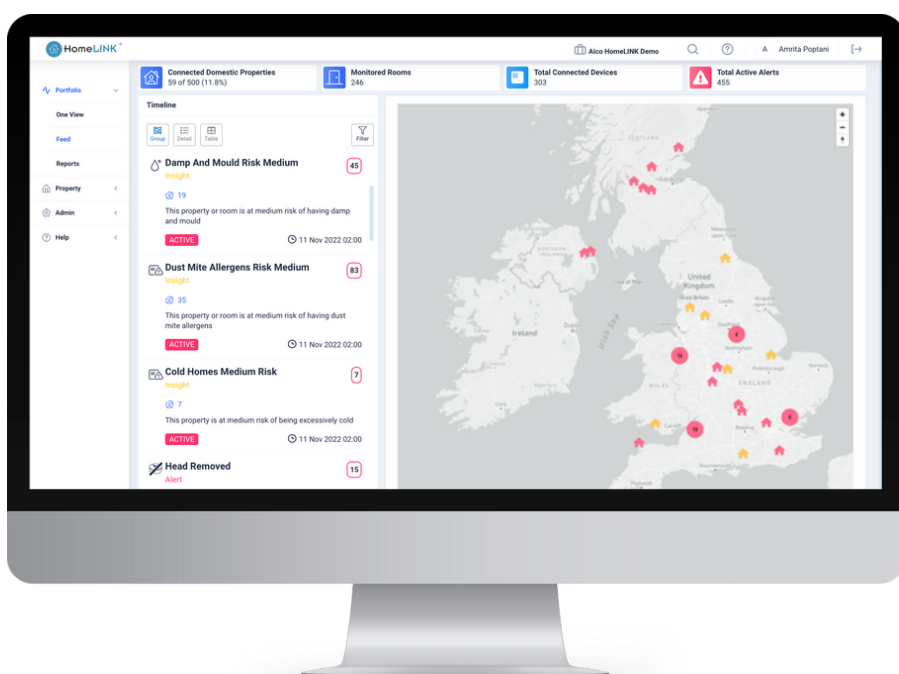
# COLLEAGUE AND RESIDENT SUPPORT

Throughout the trial, Ongo have received bespoke support on all levels from Aico's Regional Specification Managers, Adam Burch and Gareth Iveson. First, the team at Ongo sat down with Adam to ensure the team knew their roles to play in the new system. The installation team also received Aico's free FIA Accredited CPD Expert Installer Training, giving them all the knowledge to correctly install the new systems with minimal disruption to the resident.

Ongo residents will also gain access to the HomeLINK App, empowering them to take action should conditions in their home become favourable for damp and mould to occur. Residents will receive recommendations advising them on how to remedy issues or incorporate preventative maintenance solutions, to stop issues from occurring in the first place. Ongo residents received a bespoke how-to video walking them through the app, all the benefits and how to best use it to combat issues in their home from Aico's Regional Specification Manager. With resident well-being being a key goal for Ongo, all residents were also notified in advance of the project and given the option to opt out.

## RESULTS OF THE TRIAL

With the installation process progressing well, the holistic approach involving Aico, Ongo team members and residents is so far showing promising results.



Following the tailored how-to video being sent out to all residents, they now have the knowledge to proactively combat environmental issues within their home as soon as sensors are installed, and before these issues exacerbate. As well as keeping the resident at the heart of the project, Ongo also required a better method to identify properties at risk. Over 2023 they will have access to a wealth of data and insights which will give them the ability to not only identify and prioritise properties in need of attention, but also gain insights into the cause of the problems.



This technology will allow tenants to monitor the condition of their homes and will provide actionable insights on how to reduce the risk of issues such as damp and mould. It will empower tenants to take corrective action e.g., opening windows when the humidity is too high, which will help to prevent further problems leading to less intervention from Ongo. All this should lead to the quality of their home, health and well-being being improved. It will also help to reduce carbon usage through unnecessary visits.

This project will help us identify potential issues by monitoring and reporting on the atmospheric conditions within the properties. Instant alerts to potential issues can go straight to the tenants enabling them to reduce or even stop the problem. Useful information will be shared on the tenant's app on how to maintain homes at a healthy condition.

We have started installations back in December in chosen areas after consultations with our tenants. We're planning to finish installations by end of April.

Evelina Paulauskaite, Research & Development Engineer, Ongo





Ongo are a very forward-thinking and proactive landlord who are looking at different ways of using technology to help them create the highest standard of homes within their stock while keeping a strong relationship with their residents. Everyone within the organisation has been open-minded towards the technology and can see the benefit that it will bring.

Adam Burch, Regional Specification Manager, Aico



To find out more about how the Connected Home Solution can help provide a better insight into disrepair claims and much more, please visit: [www.aico.co.uk/homelink](http://www.aico.co.uk/homelink)