

July 2023

CASE STUDY

MIDLOTHIAN COUNCIL UTILISE THE
CONNECTED HOME SOLUTION TO
IMPROVE COMPLIANCE

TOGETHER WITH

Midlothian



MIDLOTHIAN COUNCIL
HAVE BEGUN A ROLLOUT
OF OVER 7,000 AICO
E11000G GATEWAYS ACROSS
THEIR HOUSING PORTFOLIO
TO IMPROVE COMPLIANCE,
ASSIST WITH ASSET
MANAGEMENT AND
ENHANCE RESIDENT
SAFETY.

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Midlothian Council have begun a rollout of over 7,000 Aico Ei1000G Gateways across their housing portfolio to improve compliance, assist with asset management and enhance resident safety.

Midlothian Council is a local authority in Scotland and provides services for more than 91,000 people living south of Edinburgh. The strategic vision for housing in Midlothian is that all households in Midlothian will be able to access housing that is affordable and of good quality in sustainable communities

STAYING COMPLIANT WITH THE LATEST LEGISLATION

The Building Maintenance Services department at Midlothian Council is proactive in its approach and became aware of the new Scottish Legislation for Fire and Smoke Alarms that were being discussed after attending industry events.

Introduced in February 2019, the new legislation applied to all households in Scotland. The new Scottish legislation states that an interlinked Fire and Smoke alarm system must be fitted in a property and that there should be adequate Carbon Monoxide protection, which had to be implemented by February 2022.

Having worked closely with Aico's Regional Specification Manager (RSM), David Richmond on previous projects, Building Maintenance Services discussed these future changes to Scotland's Fire Regulations and the Gateway was highlighted as a potential solution to help stay compliant with the new legislation.

UTILISING IOT TECHNOLOGY TO IMPROVE ASSET MANAGEMENT

Midlothian Council had already installed Aico's 3000 Series alarms in their properties which allow for easy expansion of the alarm system and seamlessly integrate with the Gateway, due to the Ei3000MRF modules installed in the alarms which enable remote data monitoring via the Gateway.

Midlothian Council opted to install the Ei1000G Gateway across their entire housing stock and have recently begun the rollout, so far they have installed over 1800 Gateways in residents' homes. The Gateway extracts information from the fire and carbon monoxide alarms and sends it seamlessly to the HomeLINK Portal.

Using various reporting tools the HomeLINK Portal allows easy monitoring of fire and carbon monoxide alarm system performance – allowing the Building Maintenance Services team to comply with legislation whilst creating safer homes for residents. With easy access to this information, the team can forecast alarm replacement and make maintenance easier, with handy reporting tools which help them to stay compliant.



Track alarm performance in real-time



Improve Compliance and Asset Management



Forecast alarm replacement and maintenance



Identify trends in alarm activations



This information is vital to a local authority as it provides us with the ability to monitor our stock in real-time, confirming that it remains operational thus ensuring that our housing stock is all compliant with current Fire Regulations.

In addition to the operational status of all alarms, the Gateway systems software provided Midlothian with an installation date and reporting tool which gives us the opportunity to plan for future replacements as well as

monitor our alarm's warranty periods, ensuring that we get economic and efficient value out of our assets.

These types of reports were labour-intensive in the past and relied heavily on the constant updating of the alarms as and when they were replaced. This is now all part of the HomeLINK Portal that this system provides which is monitored and updated live as and when these units are installed or altered.

Alan Ramage, Planned Maintenance Manager, Midlothian Council



ENSURING EFFECTIVE INSTALLATION WITH EXPERT INSTALLER TRAINING

With such a large-scale installation project it was important for Building Maintenance Services to ensure their electricians were trained on how to install the Gateway correctly. Their local RSM David Richmond, delivered Aico's Expert Installer Training onboard Aico's mobile training and demonstration unit at Midlothian House to the electricians carrying out the installations. As well as providing the Contact Centre staff valuable insight into the Gateway system that was being installed within Midlothian Council's housing portfolio.

The Expert Installer training scheme from Aico is designed to make sure electricians have all the information they need to install domestic Fire and Carbon Monoxide Alarm Systems. The course also covers the installation and integration of the Gateway, Environmental Sensors and HomeLINK Portal. Effective protection relies on having the best alarms and systems correctly installed.

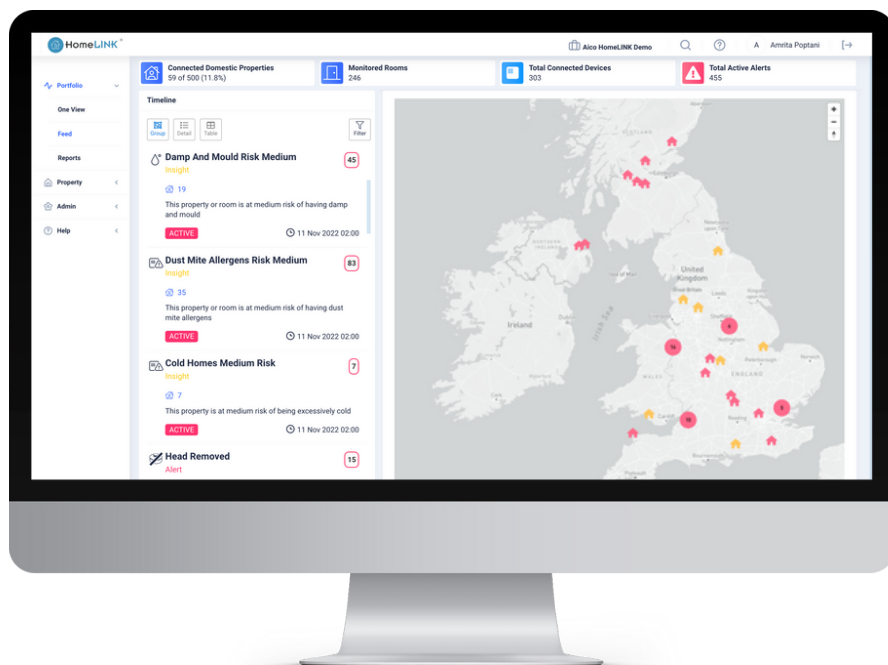


CHANGES TO THE ENERGY EFFICIENCY STANDARD FOR SOCIAL HOUSING (EESH)

The Energy Efficiency Standard for Social Housing post-2020 (EESH2) supersedes the Energy Efficiency Standard for Social Housing (EESH). The EESH2 encourages landlords to improve the energy efficiency of social housing in Scotland. The EESH 2032 milestone requires all social housing meets, or can be treated as meeting, EPC Band B (Energy Efficiency rating), or is as energy efficient as practically possible, by the end of December 2032 and within the limits of cost, technology, and necessary consent.

Midlothian Council wanted to be able to monitor the conditions of the indoor air quality within their properties due to these proposed changes. After further discussion with their RSM, they chose to utilise the HomeLINK Connected Home Solution by retrofitting Aico's Environmental Sensors which monitor temperature, humidity and Carbon Dioxide, providing actionable insights to enable the creation of healthier, safer homes

The Environmental Sensors connect to the Gateway and can indicate if there is a potential issue with humidity, excess cold or heat or poor indoor air quality in a property, meaning Building Maintenance Services have the insights to tackle these problems, maintain compliance and enable preventative strategies within their housing stock.



The data can be reviewed in the HomeLINK Portal providing actionable insights into conditions such as mould risk, energy efficiency and indoor air quality, assisting the council in making management easier, and maintenance more efficient and proactive. Aico's Damp and Mould Risk Insight indicates the risk level of a room or property developing or already having visible mould. If a room or property is identified with a risk of mould the Super Insight known as the Signature of Mould will show with precision whether the cause of mould is environmental or structural.



What we have experienced since installing these units has provided us with a view into each property, gaining accurate information of the situation within a house which can help us decide on future plans of action. It enhances customer interaction regarding the way that they are heating and ventilating their home and its implications.

This live information gives us informed data which is based on several days and weeks rather than the snapshot in time that we relied on when our officers attended the property during their inspections

Alan Ramage, Planned Maintenance Manager, Midlothian Council

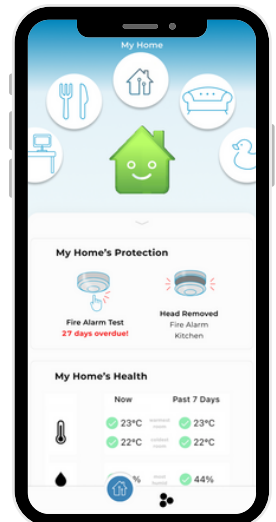


THE FUTURE: IMPROVING RESIDENT ENGAGEMENT AND LEADING THE WAY

Midlothian Council plan to work with Aico in the near future on a Resident Engagement Day for their residents. Resident Engagement Days encourage active engagement between landlords and their tenants, Aico's mobile units and knowledgeable Regional Specification Managers, help facilitate these days by providing useful skills and information for both parties.

They plan to highlight the benefits of the HomeLINK App for Residents, which provides residents with helpful tips and advice on how to better their living environment, it also helps with additional information including why this is important or what could happen if they didn't act.

Equipping residents with knowledge and awareness – paired with reminder notifications, personalised data and insights – is key in the fight against issues such as fuel poverty, damp and mould, fire risk and more.



Working with a forward-thinking local authority like Midlothian Council is fantastic. It's an opportunity to collaborate with people who are passionate about making a difference in their community. The Connected Home Solution positions Midlothian as an authority which continues to lead in innovative ways, therefore, providing the best value for its residents.

David Richmond, Regional Specification Manager,
Aico



By utilising the Connected Home Solution, Midlothian has ensured that it remains compliant with current legislation as well as looking towards the future. The system has provided them with a platform that reduces the resources that they require to collate and monitor their portfolio and provide the best service possible to their residents.

To find out more about how the Connected Home Solution can help provide safer, healthier and more sustainable homes please visit: www.aico.co.uk/homelink