

August 2023

CASE STUDY

WHG IMPLEMENT THE
CONNECTED HOME
SOLUTION TO DRIVE DATA-
LED DECISIONS AND
EMPOWER RESIDENTS



TOGETHER WITH



WHG OWN AND
MAINTAIN OVER
21,000 HOMES
ACROSS THE
MIDLANDS. WHG
SUPPORT PEOPLE
AND COMMUNITIES
WITH AFFORDABLE
HOMES AND
QUALITY SERVICES.

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Having a wide range of property archetypes within their portfolio whg required a proactive way to measure the risk of issues like damp and mould and poor indoor air quality within their homes, while empowering residents to take control of their indoor environment.

whg is a non-profit Housing Association that owns and maintains over 21,000 homes across the Midlands. With a mission of being dedicated to the success of their people and places, they support people and communities with affordable homes and quality services.

INCREASING VISIBILITY ACROSS THE HOUSING PORTFOLIO

whg identified a need to monitor the indoor temperature and humidity of certain properties that were more susceptible to damp and mould issues due to their construction. whg selected to trial the HomeLINK Environmental Sensors and Ei1000G Gateway which allows them to gather temperature and humidity data necessary for the algorithm to calculate if a property has the ideal conditions for mould to grow.

If a property has been identified with a risk of mould, the HomeLINK Super Insight is known as the Signature of Mould. This Super Insight combines several structural and environmental factors such as natural ventilation, heating patterns and humidity surges. All of this combined provides whg with a picture of the most likely causes of mould or mould risk, ensuring a more targeted approach to resolving the issue.

RESIDENT ENGAGEMENT

The HomeLINK Connected Home Solution provides whg access to The HomeLINK App for residents. This gives residents the ability to take control of the health of their own homes. The app provides tailored recommendations, advising residents on how to remedy issues or incorporate preventative maintenance solutions, to stop issues from occurring in the first place. For example, if the humidity in the bathroom is high, the app may recommend the resident opens a window to improve ventilation.



Safe homes, living conditions and the health and well-being of our customers are our number one priority. whg take any report of damp and mould very seriously and have robust systems in place to investigate and take remedial action. As well as reacting to reports, we have a whole range of mechanisms in place to proactively identify cases of damp and mould.

Steve Walters MCIQB, Home Maintenance Project Manager, whg



Equipping residents with knowledge and awareness – paired with reminder notifications, personalised data and insights can improve resident-landlord relationships and provide a method of care and risk management to ensure a safe and healthy home.

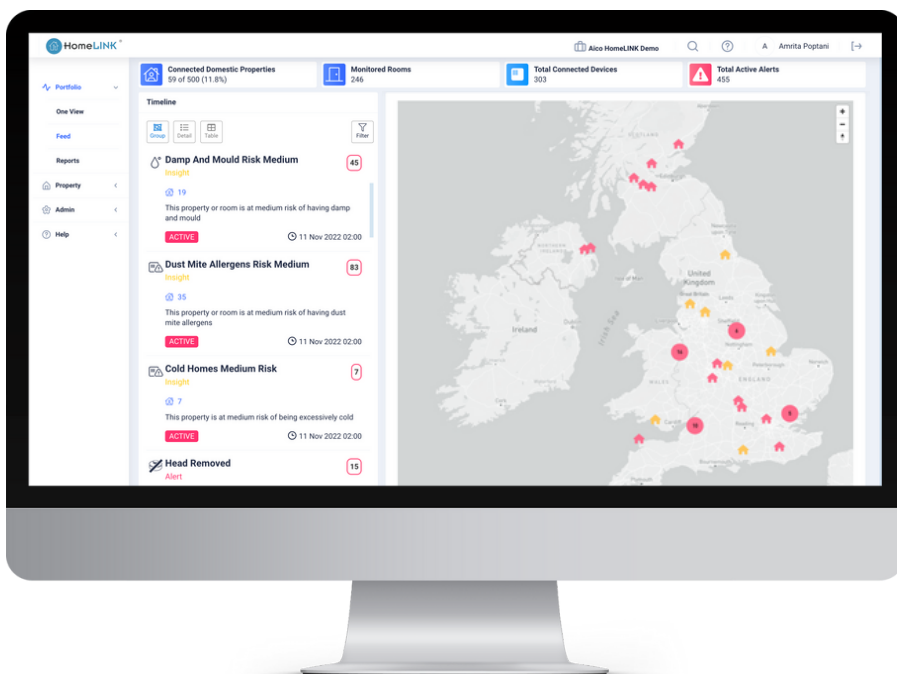
As part of engaging with we are whg residents, Aico and whg partnered together to arrange for a number of residents to visit the centre of excellence in Oswestry for a day of interaction and engagement. The day centres around the Aico HomeLINK technologies they have within their homes and gave them essential tips on why and how to test the smoke alarms as well as a in depth look into the HomeLINK resident app. There was also a session with Mark Gittos from Housing safety and wellbeing task force about “the residents voice” followed by a tour of Aico. The day ended with an interactive quiz.

OPTIMISATION AND TRAINING



whg initially had concerns about potential issues with the installation of the devices, about how they would be implemented and which department would manage the date. Regional Specification Manager, Gareth Butler from Aico provided the relevant teams with Aico's FIA CPD accredited Expert Installer Training which ensured they were equipped with the knowledge they needed to be confident in installing Aico products. The in-house electrical team at whg has been able to install the products and set up the system with ease, particularly with the use of the SmartLINK app. The app is designed to work with the Gateway and the Portal which guides electricians through the process of installation, while providing a complete digital installation record of each property where devices are installed.

The added benefit of implementing Internet of Things (IoT) technology is the capability to integrate the existing Aico smoke and CO detection in a property, to the Gateway system. This ensures all the data gathered from the environmental sensors and existing alarm systems are collated in one place via the HomeLINK Portal.



This provided the gas and electrical teams at whg insights into any fire system-related issue such as fire or CO activations, loss of mains supply or any detector head removal. This ensures that the life safety products installed are maintained efficiently and residents are in healthy, happy homes.

whg is now able to remotely manage properties, working with Gareth they have set up custom notifications through the HomeLINK Portal. which ensures the right department or individual gets notified of any updates.

Further training will continue with other teams and departments, so they all have the confidence to use and understand the equipment, portal and data.



It's been great to work closely on this project with whg, particularly Steve and Keiron. To be able to assist with the setup both on-site for the installation and back at Hatherton Steet to ensure the portal is set up to alert the correct persons and teams within whg right from the start has been fantastic. It's great knowing, they will be left in a great place to really use the data to benefit their community's health and quality of life.

Gareth Butler, Regional Specification Manager, Aico



THE FUTURE

whg has already seen the benefits from the initial installation of the new systems:

- Easier to maintain compliance with all the data easily accessible in one place
- Improving resident engagement
- Personalised notifications from the Portal on incidents



As part of this commitment to deliver a pro-active approach to managing damp and mould in our properties, we are now utilising the HomeLINK Gateway device and environmental sensors in our customers' homes, with a commitment to install 200 in 2023/24. It is intended that sensors are placed throughout a property monitoring temperature and humidity and bring together data from all radio frequency-enabled alarms (smoke / heat / CO) within the property. It is anticipated that this technology will give actionable insight for both environmental and structural issues, determining heating and ventilation requirements whilst providing us with the ability to remedy an issue before it becomes a hazard.

Steve Walters MCIQB - Home Maintenance Project Manager, whg



To find out more about the Connected Home Solution please visit:

www.aico.co.uk/homelink