

September 2023

# CASE STUDY

TEMPLER HOMEBUILD PARTNERS  
WITH AICO TO BRING THE  
HOMELINK CONNECTED HOME  
SOLUTION TO TEIGN HOUSING'S  
PORTFOLIO

TOGETHER WITH



TEIGN HOUSING SOUGHT TO  
ENHANCE RESIDENT SAFETY  
AND COMFORT THROUGH  
THE IMPLEMENTATION OF  
AN INTERNET OF THINGS  
(IOT) SOLUTION

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Templer HomeBuild, based in Newton Abbot, are renowned for their maintenance and gas servicing works, specialising in creating innovative and sustainable housing solutions. Created in 2017 as a subsidiary of Teign Housing, they have provided high quality repairs and gas services to Teign's housing portfolio. Teign Housing sought to enhance resident safety and comfort through the implementation of an Internet of Things (IoT) solution.

## THE SEARCH FOR IOT TECHNOLOGY: OPTIMISING RESIDENT SAFETY

Teign Housing were searching for a system that would enable real-time data collection and insights to ensure a prompt response to any issues. Their goal was to enhance the safety and well-being of their residents by integrating Aico's HomeLINK Connected Home Solution.

With climate change in mind and a focus on Net Zero, Templer HomeBuild work to improve energy efficiency throughout Teign Housing's portfolio.

The housing association has specified Aico for many years and wanted to take the Connected Home Solution on board to achieve their goals of improving workflow and proactive management.

## THE HOMELINK CONNECTED HOME SOLUTION: IMPROVING WORKFLOW

Templer HomeBuild's team of skilled and dedicated colleagues installed the Connected Home Solution across multiple properties in Teign Housing's portfolio as part of an initial pilot scheme. The devices included Aico's Ei3016 Optical Smoke Alarm, Ei3014 Heat Alarm, Ei3018 Carbon Monoxide (CO) Alarm, and Environmental Sensors.

The Environmental Sensors monitor temperature and humidity throughout a property, providing actionable insights into condensation, damp and mould, and fuel poverty to create healthier, safer homes. With growing concerns about how residents can keep their houses warm with the increased costs of fuel, this data can display signs of heat loss across a housing portfolio and allow intervention for improvements before cold temperatures cause health problems for the residents. Aico's Ei1000G Gateway was installed at a central location within each property. The Gateway serves as a communication hub for the Environmental Sensors and connected Fire and Carbon Monoxide Alarms, collecting data from each sensor and efficiently transmitting it to HomeLINK's cloud-based platform, the HomeLINK Portal.

The platform provides a comprehensive data portal for Teign Housing to monitor environmental conditions in real-time. The portal was configured to send instant online alerts to designated staff members if connected devices detect events such as high levels of smoke or carbon monoxide, or extreme temperature fluctuations. The data provides valuable insights into environmental trends, allowing Teign Housing to make informed decisions about property maintenance, and energy efficiency, determine whether risks are structural or environmental, and can guide future decisions related to maintenance. With staff members having the ability to monitor properties remotely through the HomeLINK Portal, costs and time spent on unnecessary call-outs are reduced and enable more efficient resource allocation. By monitoring environmental conditions in real time, Teign Housing can quickly respond to potential risks, ensuring the safety of their residents.



# STRATEGIC INSTALLATION: ENSURING OPTIMAL AND ACCURATE COVERAGE

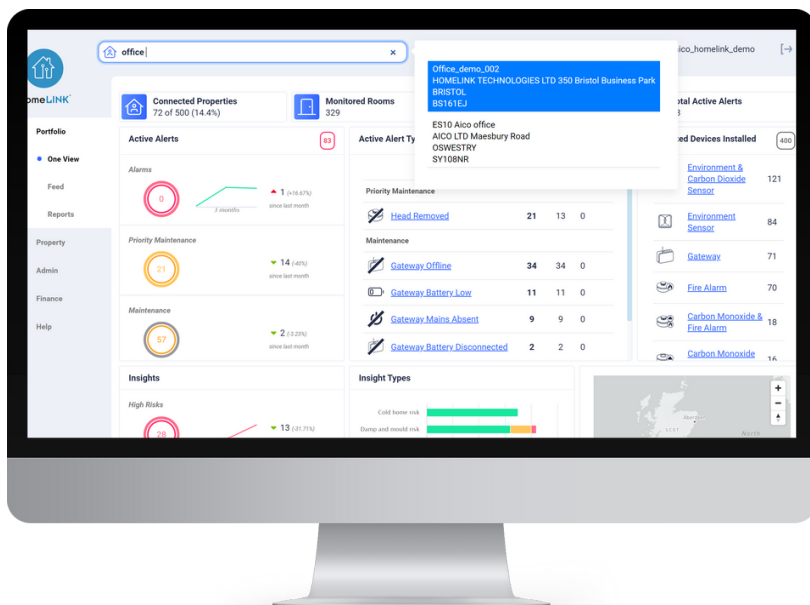
Templer HomeBuild's proposal of combining the Gateway with a network of Fire & CO Alarms and Environmental Sensors addresses the diverse safety concerns in housing portfolios. The choice of devices demonstrates a comprehensive approach to improved home life safety.

The sensors were strategically positioned in areas prone to environmental changes or potential heat disparities such as kitchens, bathrooms, and utility rooms. A careful and thought-out installation ensures maximum sensor coverage, enabling accuracy in data collection.



We are delighted to share our experience with Aico's HomeLINK Gateway, Environmental Sensors, and smoke and CO detectors that we integrated into the properties managed by Teign Housing. At Templer HomeBuild, we are committed to providing cutting-edge solutions that enhance safety and comfort for residents, and Aico technology has proven to be an invaluable asset in achieving this goal.

Steve Thomas, Planned Maintenance Surveyor, Templer HomeBuild



# A POSITIVE AND SUCCESSFUL COLLABORATION: UTILISING ADVANCED TECHNOLOGY



We are pleased to be working with Templer and Teign Housing to install the HomeLINK Connected Home Solution across their housing stock.

It's great to be able to support them in their ongoing work with Teign Housing as they utilise IoT technology to monitor their properties.

Steve Bulley, Regional Specification Manager, Aico



Templer HomeBuild's installation of Aico's Connected Home Solution for Teign Housing stands as a successful demonstration of embedding IoT technology into housing management. By addressing safety concerns and offering real-time monitoring capabilities, Aico's partnership with Templer HomeBuild has highlighted the positive collaboration between construction and technology to create healthier and safer living environments for 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](http://www.aico.co.uk/homelink)