



January 2024

# CASE STUDY

A PILOT FOR PROGRESS: SELWOOD  
HOUSING MONITOR ENVIRONMENTAL  
CONDITIONS FOR IMPROVED LIVING



TOGETHER WITH

Selwood  
Housing




Part of your  
community

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SELWOOD HOUSING, A  
SOCIAL HOUSING PROVIDER  
IN THE SOUTHWEST OF  
ENGLAND, EMBARKED ON A  
PILOT INITIATIVE IN  
COLLABORATION WITH  
AICO..

CONTENTS

- 01 Monitoring Environmental Conditions  
for Improved Living
- 02 Expert Support:  
Sharing the Genius
- 03 Adapting to Evolve:  
A Commitment to Continuous Improvement
- 04 A Pilot for Progress:  
A Commitment to Continuous Improvement
- 05 The Future:  
A model for the future



Selwood Housing, a social housing provider in the Southwest of England, embarked on a pilot initiative in collaboration with Aico. The project involved the installation of HomeLINK Environmental Sensors and Gateways in 100 properties within their housing portfolio.

Selwood Housing has a long and proud history of providing quality housing to the community. With over 30 years of experience and a portfolio of over 7,000 properties, Selwood Housing is dedicated to creating safe, comfortable, and affordable homes for its customers. The team are passionate about making a positive difference in the lives of their customers, and are always looking for new ways to improve their services. Selwood Housing aims to construct 1,700 more affordable homes by 2034, ensuring they play a long-term role in addressing the housing crisis.

## MONITORING ENVIRONMENTAL CONDITIONS FOR IMPROVED LIVING

The primary goal of Selwood Housing's pilot initiative was to enhance customer well-being by leveraging advanced technology to monitor and manage environmental conditions within their homes. Aico's HomeLINK Environmental Sensors provide data on temperature, humidity and indoor air quality, gaining insights for a safer and more comfortable living environment.

The pilot consisted of a total of 100 properties that were selected to participate, representing a diverse range of housing archetypes that had previously been identified with risks.

## EXPERT SUPPORT: SHARING THE GENIUS

Before installation, Aico's Regional Specification Manager for the South, Peter Price-Higgott provided Aico's free, FIA CPD certified Expert Installer Training to Selwood's team, teaching the installation and commissioning processes. This ensured that the sensors were installed correctly, and that the data would be accurate and reliable.



It was great to offer our support to Selwood Housing through our comprehensive training programme, as education and 'sharing the genius' is one of the cornerstones of our business. It was also great to get back to my routes, visiting the initial properties alongside the engineers. This engagement allowed us to provide invaluable support during the installation process, ensuring a seamless completion of works.

Peter Price-Higgott, Regional Specification  
Manager – South, Aico



The Ei1025 Environmental Sensors were strategically installed in key areas, such as wet rooms, habitable rooms, and kitchens. The installation process involved the integration of Aico's HomeLINK Gateway, enabling communication between sensors and the cloud-based HomeLINK Portal.



The Gateway and Environmental Sensors were easy to install, and the commissioning app was user-friendly. From my experience, our customers seemed happy, as it was a positive approach to addressing their concerns.

Charlie Worby, Electrical Supervisor,  
Selwood Housing



# ADAPTING TO EVOLVE: A COMMITMENT TO CONTINUOUS IMPROVEMENT

Post-installation training was provided to surveyors and members of the management team at Selwood Housing to help them navigate the system. The user-friendly HomeLINK portal empowered Selwood's team to readily access real-time data and customise notifications, ensuring the right department responds to each specific need. This level of control and transparency ensures efficient resource allocation and timely interventions.

The training also covered the system features and explored how data is calculated, into actionable insights, risk scores, and damp and mould risk intelligence. Recognising the importance of continuous improvement, Aico readily incorporated feedback from Selwood Housing's users.



When Rob and Sean first started utilising the Portal, they provided feedback that it could be challenging to understand which properties required prioritising. We took this feedback on board and developed a solution - the "Property Insight Scores" Report, which provides a sortable, filterable 0-100 score for each room and home, helping Selwood and Housing Providers across the country prioritise their workload effectively and efficiently.

Jordan Toulson, Head of Product, HomeLINK





The pilot has provided positive outcomes, benefiting both Selwood Housing and their customers:



## Improved Customer Well-being:

With real-time monitoring capabilities, the HomeLINK Environmental Sensors contributed to improved indoor air quality, helping Selwood Housing's customers create healthier living spaces.



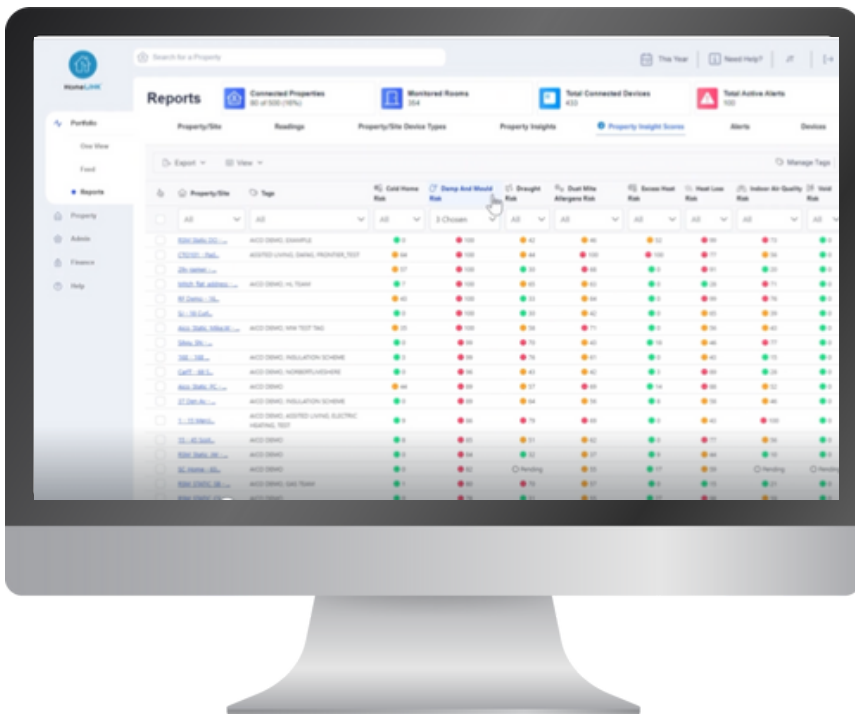
## Enhanced Safety:

Linking Aico's Fire and Carbon Monoxide alarms to the Gateway has given residents on the pilot scheme enhanced safety. Providing an additional layer of safety by alerting Selwood Housing instantly of any potential hazards, such as fire and CO activations, tampering events, system fault, and essential maintenance.



## Proactive Property Management:

The actionable insights from the HomeLINK Portal will allow Selwood Housing to be proactive in problem-solving, leading to efficient resource allocation and cost savings.





The equipment and devices are first class, they provide real time data that is crucial for the damp and mould surveyors. As we look to eradicate damp and mould from within our housing stock. The equipment allows us to be proactive in our approach with regular updates provided by Aico's HomeLINK technology, flagging up any of our stock that is at high risk of damp and mould.

The dashboard is very user friendly with easy access to the required data without unnecessary complexity. The data is clear, organised and visually appealing. Key data and trends are easily identifiable. The Aico team are highly knowledgeable and very supportive. They have swiftly answered any queries we have, and are always receptive to any feedback that we provide.

From a damp and mould perspective the development of the system has been helpful as the alerts for damp and mould has been adjusted so only the very high-risk properties are flagged. Going forward, I believe the approach to historic damp and mould will be very much data driven, so further development may be required which we are happy to be part of.

Robert Mcferran, Planned Improvement Project Surveyor,  
Selwood Housing



## A MODEL FOR THE FUTURE

Selwood Housing's collaboration with Aico in piloting HomeLINK Environmental Sensors and Gateways has demonstrated the potential for technology to positively impact tenant well-being and property management efficiency. The insights gained from the pilot will inform future decisions regarding technology adoption, tenant engagement strategies, and overall property management practices.

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)