

# **BUILDING ON PROGRESS: SELWOOD HOUSING STRENGTHENS COMPLIANCE, INNOVATION AND RESIDENT ENGAGEMENT WITH AICO'S IOT TECHNOLOGY**

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# BUILDING ON PROGRESS: SELWOOD HOUSING STRENGTHENS COMPLIANCE, INNOVATION AND RESIDENT ENGAGEMENT WITH AICO'S IOT TECHNOLOGY

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In 2023, Selwood Housing embarked on a pilot project with Aico, installing HomeLINK Environmental Sensors and Gateways, to better understand indoor conditions and support healthier living environments across the Selwood Housing stock. That initial collaboration laid the foundation for a more data-driven, resident-focused approach to property management.

Today, the partnership between Selwood Housing and Aico continues to evolve in response to industry changes, legislative obligations, and Selwood Housing's unwavering commitment to providing safe, healthy homes across its **7,000+ property portfolio**.





## SCALING UP: FROM PILOT PROJECT TO CORE OPERATIONAL PRACTICE

Selwood Housing has fully embedded Aico's IoT technology within their property disrepair and Damp and Mould processes. In line with BS 40101, Gateways and Environmental Sensors are now installed in all homes where significant damp or mould has been identified, enabling a proactive and consistent approach to monitoring.

Selwood Housing's approach blends the expertise of their property surveyors with the detailed insights provided by HomeLINK. The [Damp and Mould Team](#) deliver practical advice and support residents in managing their home environment. This expansion reflects Selwood Housing's long-term commitment to quality homes, as well as the proven value of accurate, real-time environmental data.

**+250**  
**properties**

actively monitored through HomeLINK, with a plan to install an additional +100 properties in 2026.

**2,000**  
**connected devices**

across their housing stock, including Environmental Sensors, Fire alarms and Carbon Monoxide alarms.

**Year-on-year**  
**growth**

as IoT becomes integral to their repairs, compliance and resident engagement strategy.



# ADAPTING TO AWAAB'S LAW: MEETING NEW STANDARDS THROUGH TECHNOLOGY

The implementation of **Awaab's Law** in England has brought significant change across the sector, introducing strict timeframes for social landlords to investigate and address hazards such as damp and mould. This has made Environmental Sensors even more essential for social housing providers.

For Selwood Housing, these changes have required a shift in operational focus, including:

- The need for continuous, accurate data is higher than ever.
- Property surveyors now undertake more front-loaded investigations and reporting to meet statutory deadlines.
- Post-repair monitoring validates improvement or identifies early warning signs if conditions deteriorate.

Aico's sensors provide the majority of the ongoing oversight. This ensures that Selwood Housing can monitor property conditions remotely, validating the success of repairs while quickly detecting if further action is required. The insights provided by HomeLINK play a critical role in demonstrating compliance, prioritising caseloads, and ensuring each home remains safe long after the initial intervention.

*"The monitoring system has made a real difference to how Selwood Housing's Damp and Mould Team identify issues. We receive weekly reports highlighting properties at higher risk of damp and mould, cold home risk, excess heat, or poor indoor air quality. This allows us to respond quickly and investigate concerns before they develop into bigger problems. Recently, one of these reports flagged a steady rise in humidity in a home. When the damp and mould team reviewed the trend, we could see the levels had been increasing over a couple of weeks, suggesting a developing ventilation issue. After visiting the property, we found the bathroom extractor fan had a fault and wasn't providing enough airflow. Once the fan was repaired, the humidity levels returned to normal. This proactive approach helps us manage risks effectively and support customers before issues escalate."*

**Robert McFerran**  
**Senior Damp & Mould Surveyor**  
**at Selwood Housing**





## EMPOWERING RESIDENTS: EDUCATION AND ENGAGEMENT THROUGH THE HOMELINK APP

A core part of Selwood Housing's strategy is not just responding to problems, but empowering residents to prevent them from recurring. The HomeLINK Resident App plays a key role in this approach.

*"Introducing the app has been a smooth and positive process. We gradually introduced it to customers. Engagement has been strong; our customers appreciate having a simple tool that can help them understand what's happening in their homes. The app empowers our customers to manage the internal environment of their homes, supporting a healthy home and promoting overall well-being. The app now forms an important part of how we manage and respond to damp and mould cases."*

**Robert McFerran, Senior Damp & Mould Surveyor  
at Selwood Housing**



*"The app has been helpful. It's easy to understand, and it shows what's going on in my home without me having to guess. When a notification comes through, I feel reassured because I know the Damp and Mould Team can see it too. The whole experience has been straightforward and stress free."*



**Selwood Housing Resident**

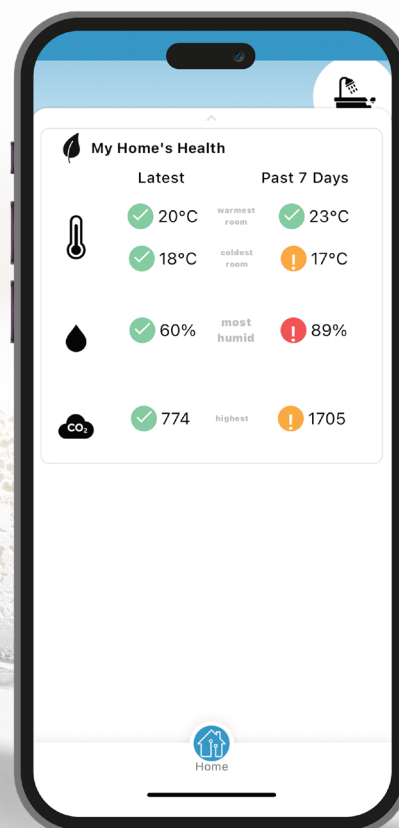


# EMPOWERING RESIDENTS: EDUCATION AND ENGAGEMENT THROUGH THE HOMELINK APP

Resident engagement and education are paramount to improving living conditions, and Selwood Housing recognises the app as a powerful tool for achieving this. By encouraging behaviour change, increasing awareness and building confidence, the app helps residents become active partners in maintaining a healthy home.

The HomeLINK Resident App provides residents with meaningful, easy to understand information about their home, including:

- **Healthy Home Indicators:** real-time temperature, humidity and CO<sub>2</sub> levels help to maintain rooms within recommended ranges.
- **Tailored Recommendations:** the app delivers personalised tips based on actual sensor readings, to help residents improve heating and ventilation.
- **Damp & Mould Prevention:** residents receive alerts when a room is at risk, along with practical steps to reduce condensation and moisture.
- **Fire & CO Alarm Testing Reminders:** simple prompts ensure life safety devices remain fully operational.
- **Trusted Viewers:** residents can grant secure access to family members, friends or carers who support them.





## A CONTINUED JOURNEY OF GROWTH AND INNOVATION

Selwood Housing's work with Aico has moved far beyond the 2023 pilot project. What began as a simple product installation has grown into a comprehensive, technology-enhanced approach to property management. One of which supports compliance, empowers residents, and enables genuinely proactive maintenance.

*"It's been a real pleasure to work with and support the team at Selwood Housing over the past three years, growing and strengthening our partnership throughout the project. Selwood Housing were quick to embrace the Ombudsman's 'Spotlight on Damp and Mould' guidance, and since the initial pilot, have embedded our connected home technologies into their policies and processes. One of the key factors in their success has been bringing residents on the journey, sharing information, building understanding, and empowering them to better manage their own homes through the HomeLINK Resident App."*

**Peter Price-Higgot**  
Relationship Manager at Aico



As Selwood Housing continues to expand IoT monitoring across its housing stock, their partnership with Aico remains rooted in collaboration, continuous improvement, and a shared goal of healthier homes and improved well-being for every resident.



## RESULTS



Of Selwood Housing's portfolio of  
**7,000 properties...**



**...250+ properties**  
are monitored by HomeLINK technology...

**...with 2,000  
connected devices.**





# **aico** CASE STUDY



If you would like to learn more about Aico's HomeLINK technology, get in touch by emailing [enquiries@aico.co.uk](mailto:enquiries@aico.co.uk) or visiting [aico.co.uk/homelink](http://aico.co.uk/homelink)

