



WHG USE AICO'S CASE MANAGEMENT SYSTEM TO TACKLE DAMP & MOULD

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WHG USE AICO'S CASE MANAGEMENT SYSTEM TO TACKLE DAMP & MOULD: THE CHALLENGE

whg manages a housing portfolio of over 22,000 homes across the Midlands, with damp and mould presenting ongoing challenges in a small number of complex properties. These homes often require repeated interventions, coordinated activity across teams, and close monitoring over time. In some cases, residents may not actively report ongoing issues, increasing the risk that problems remain unresolved.

In 2023, **whg** trialled Aico's HomeLINK technology and Environmental Sensors within a selection of their properties. The trial allowed **whg** to monitor the indoor temperature and humidity of certain properties that were more susceptible to damp and mould, and view data-led insights to aid in targeting the root causes. You can read more about the trial [here](#). As of May 2026, there are 72 **whg** homes with Aico's Environmental Sensors installed and monitored by the HomeLINK dashboard.

With increasing regulatory focus, including the requirements set out under Awaab's Law and the Housing Health and Safety Rating System (HHSRS), **whg** needed a solution that supported proactive intervention, robust record-keeping, and clear compliance evidence.

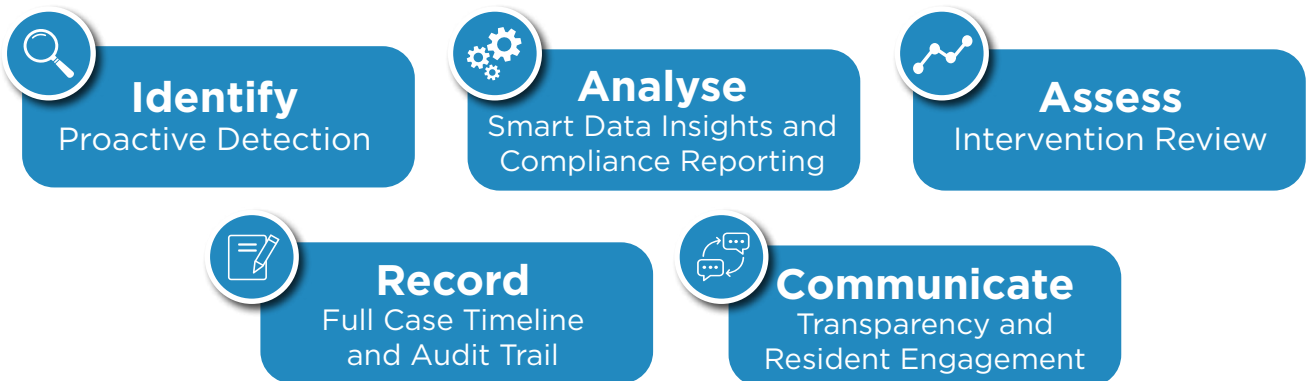




THE SOLUTION: CASE MANAGEMENT

In 2024, Aico launched its Case Management system as part of the HomeLINK Portal. **whg**'s surveying team adopted the feature as a central tool for managing damp and mould cases across their housing stock.

Aico's HomeLINK Case Management focuses on five key areas:



The system enables housing professionals to:

- Create and manage individual cases for properties with damp and mould concerns.
- Log inspections, surveys, remedial work, and follow-up actions in one central system.
- Track repeat issues and long-term trends at property level.
- Coordinate activity across surveying, housing and asset management teams.

THE SOLUTION: CASE STATUSES

A key element of **whg**'s approach is the 'Finding My Silence' feature within Aico's Case Management platform. This tool highlights 'silent properties' - homes where sensor data signals an increased risk, yet no active case or recent intervention has been recorded. A dedicated **whg** team member monitors these alerts and takes appropriate action, strengthening **whg**'s proactive response to damp and mould. By identifying and prioritising these overlooked properties, the team can intervene earlier and implement preventative measures before issues escalate.

Case statuses have also been introduced to allow cases to be categorised as:

Open

When a case is active and requires investigation or action

Closed

When all work is complete and the issue has been resolved

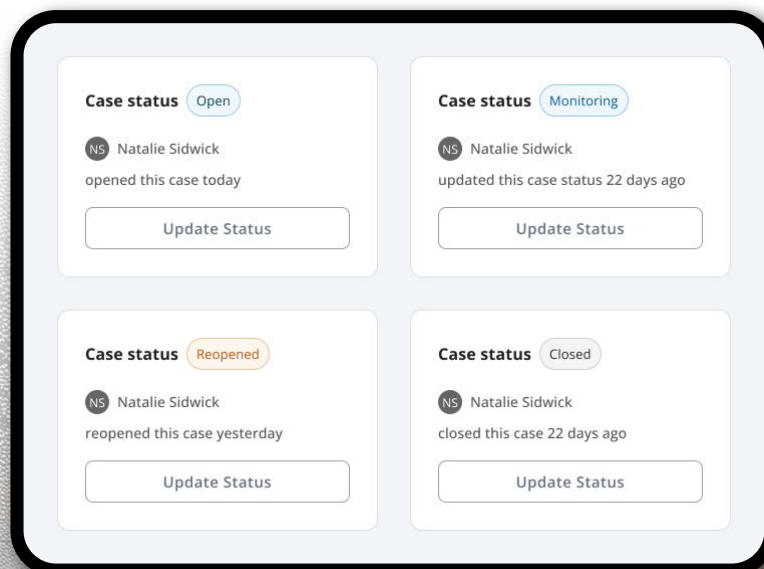
Reopened

Previously resolved cases that now need further action

Monitoring

Work has been completed but requires follow-up to ensure the issue does not return

As of March 2026, **whg** has 8 cases being monitored.



THE RESULTS

By combining the Case Management system with real-time environmental data from the Environmental Sensors, **whg** has created a more proactive and consistent approach to managing damp and mould.

Key benefits include:

Improved visibility of properties in need of attention and further review.

Clearer tracking of actions and outcomes against each case.

Earlier identification of at-risk homes through environmental monitoring.

Reduced reliance on resident reporting.

Greater confidence in compliance, audit trails, and decision-making.



This data-led approach supports better outcomes for residents while giving **whg** teams the insight they need to utilise resources effectively. The proactive stance ensures that properties are not solely reliant on resident reporting and enables early intervention before conditions deteriorate.

These insights support **whg** in demonstrating compliance with Awaab's Law, HHSRS, and internal governance requirements, while assuring that damp and mould risks are being actively managed.

It has enabled a deeper dive into insights and generated data to ensure that root causes are found and dealt with. It has also highlighted the successful outcomes of intervention in some cases and highlighted areas to improve in others.



WHG AND AICO PARTNERSHIP

*Aico's Case Management portal has become a vital tool for our surveying team. It gives us a clear view of what's happening in our most challenging properties and allows us to track every intervention over time. The visibility it provides means nothing is missed, and we can demonstrate the proactive steps we're taking to protect our residents and our homes. This data-led approach strengthens **whg's** ability to protect residents' health while meeting evolving regulatory expectations. Aico's support through our Relationship Manager, Gareth Butler, and the Customer Success team has been instrumental in the team's understanding of the data presented.*

Dave Batsford
Regional Surveying Manager at whg



"whg is a great example of how housing providers can use data intelligently. By combining the platform with Environmental Sensors, they're not just reacting to damp and mould issues - they're identifying risk early and acting before problems escalate. It's exactly how this technology is intended to be used."

Gareth Butler MIET
Relationship Manager at Aico





LOOKING AHEAD

whg continues to build on its use of Aico's HomeLINK technology, embedding environmental data and Case Management into its processes. With dedicated oversight of Environmental Sensor data and silent properties, the organisation is strengthening its ability to manage damp and mould proactively, consistently, and transparently - delivering safer, healthier homes for residents.



aico CASE STUDY



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

