



PROACTIVELY COMBATING MOULD AND DISREPAIR

Fairhive Homes partner with Switchee to tackle damp and mould head on

THE CLIENT

20,000

Housing for over 20,000 people

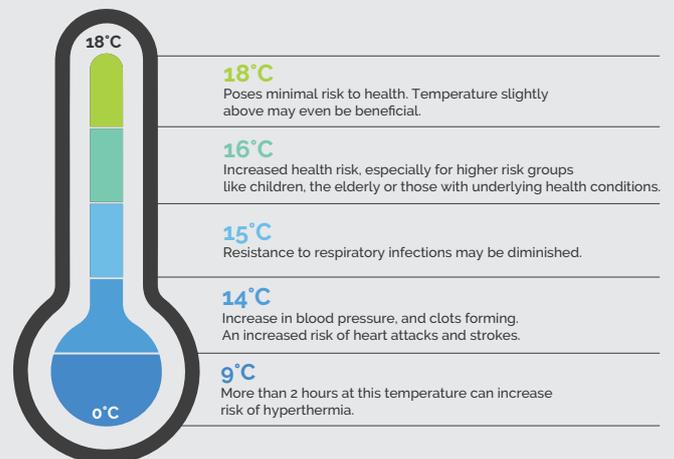
9,000

Responsible for over 9,000 homes

Fairhive Homes is a 'not-for-profit' Registered Social Landlord (RSL) providing affordable housing for over 20,000 people in Buckinghamshire and the surrounding areas. They are a leading local social housing provider, with nearly 300 employees, responsible for over 9,000 homes.

THE SITUATION

The UK is in a cost of living crisis. Energy prices have increased by 96% in the last 12 months, forcing many residents to make tough decisions between heat or eat. As the number of people estimated to be living in fuel poverty in the UK reaches 6.7 million people, the cold homes that they live in create an ideal environment for another problem to take hold; damp and mould. The Regulator of Social Housing estimates between 3-4% (120,000 to 160,000) of the four million social homes in England have notable amounts of damp and mould and there has been a 77% increase in the number of enquiries and complaints with The Housing Ombudsman about mould.



THE CHALLENGE

Housing is seeing a rise in the number of residents and homes in need of support. Furthermore, the recruitment and retention of surveyors into the industry has never been more challenging resulting in an overworked workforce and poor resident experience.

Fairhive Homes identified the need to be more proactive in their approach. They needed a solution that would help them better manage their resources, saving them time and money.

The ability to diagnose issues occurring in residents homes, remotely, and assess if solutions put in place had worked, could transform how they work.

THE SOLUTION

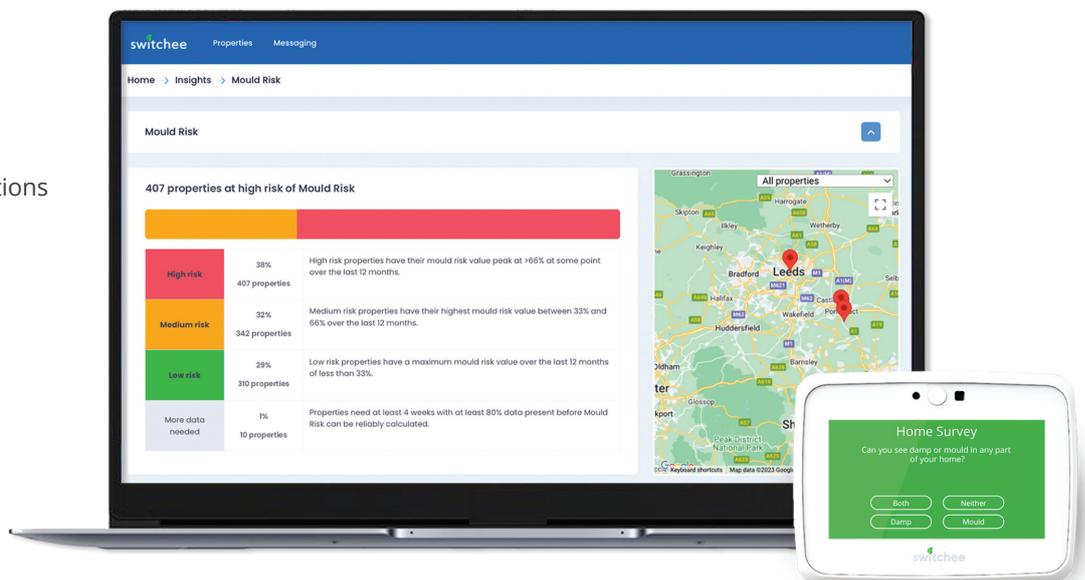
As thought leaders within Social Housing, Fairhive Homes chose to install Switchee smart thermostats into their residents homes, utilising data to gain valuable insights on the performance of their housing stock.

This would enable them to proactively identify and support residents at risk of damp, mould and fuel poverty using Switchee's pre-programmed damp and mould triaging survey that yields a 90% average response rate with no additional cost.

In order to ensure minimal disruption to residents, Fairhive Homes utilised a number of existing installation opportunities including their boiler replacement and voids programmes as well as any planned major works.

Cross-functional collaboration was key to achieving success and extracting maximum value from the Switchee devices. A steering group was formed with representatives from a number of departments within the organisation including:

- Asset Management
- Welfare Support
- Resident Support
- Business Intelligence
- Marketing & Communications



The above image contains fictional data for marketing purposes only.

THE RESULTS



Proactively
identified
mould



Quick resident
communication
and fast response
times



Driving business
efficiency and
lowering costs

Using real time Switchee data, Fairhive Homes are now able to proactively identify and support residents whose homes are at risk of damp and mould.

Using Switchee's Damp and Mould Triaging Survey to communicate with residents about the condition of their home, Fairhive Homes have increased resident satisfaction and engagement, achieving a 94% overall response rate of which 74% were received in the first 24 hours. A 74% increase in engagement rates compared to those typically received via traditional communication methods such as letters and text messages.

Switchee Appointment Scheduling also proved an extremely effective tool, enabling Fairhive Homes to achieve a 100% access rate for surveyors visiting the homes of those residents who reported signs of damp or mould. In one case a new environment system was fit, for which Switchee data could validate its performance, which proved a 12% reduction in absolute humidity.

94%

mould survey response rate

£270,000

estimated savings across the
full portfolio for just 1 mould
triaging campaign

100%

resident home repair works
access rate

Key Successes

- Using Switchee data to **proactively identify and resolve issues** at the earliest opportunity **saving thousands in remedial works**
- **Reduced the risk of disrepair claims** from properties with existing damp and mould
- **Increased resident engagement** by 74% with a 94% response rate and 100% access rate
- **Saved £12,000 communicating with residents** via the Switchee devices compared to letters and text messages, **a full portfolio saving of £270,000.**



THE FUTURE

We're looking to add Switchee's to all of our 9,000 properties in the next few years...

We are installing them in all void properties and when we replace kitchens and bathrooms.

Andrew Rysdale, Assistant Director of Property

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Discover how Switchee can support your business needs.

Contact sales@switchee.co to get in touch with our team of experts.

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