



CITIZEN HOUSING GROUP CASE STUDY

Switchee and Citizen Housing Group partner to deploy impactful mould fixes at scale and pace

The Challenge

Citizen Housing Group faced ongoing challenges with repeat cases of mould appearing in the same homes. Without clear data on where interventions were most effective, it was difficult to measure success and prioritise resources. They needed for a partner that could both deploy solutions at scale and provide clear insights into their impact..

The Project

Citizen Housing Group, with funding from the West Midlands Combined Authority (WMCA), worked with Switchee to set out to tackle recurring mould issues in homes by deploying Switchee's smart device alongside ventilation solutions for long-term, data-backed improvements for residents.

More than just a data provider, Switchee played a hands-on role in delivering large-scale solutions through its Trusted Installer Network (STIN). By combining smart technology, real-time insights, and rapid deployment, Switchee helped Citizen Housing Group drive fast, measurable, and lasting improvements in residents' homes.

In just six months, Switchee successfully:

Scale (total installs)



Installed
1,157
Switchee devices



Installed
2,062
ventilation fans

Pace (daily installation rates)



Switchee
devices installed
per day



Ventilation
vans installed
per day

Key findings

75%

of properties saw a persistent decrease in mould inducing conditions as measured by Switchchee's mould risk insight.



Before ventilation installed



Average humidity in homes

After ventilation installed



Average humidity in homes



Customer

"Being able to monitor the impact of our retrofit works has been a game changer. Seeing the reduction in mould has given us the confidence we are taking the right steps to keep our residents safe."

Bridget Guilfoyle - Director of Assets, Citizen Housing Group Customer

Resident

"I really like my new Switchchee smart thermostat. It is easy to use and makes me feel safer in my home."

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Contact sales@switchchee.com to get in touch with our team of experts.