



SAFER, HEALTHIER HOMES FOR VULNERABLE RESIDENTS

Zetetick Housing partners with Switchee to improve resident comfort and drive energy efficiency through data-led carer education

The client

Zetetick Housing is a forward thinking supported-living housing charity, committed to creating sustainable, energy, and cost-efficient homes for its residents. Zetetick Housing is a unique charity that pays the energy bills for its tenants, removing the financial worry of heating costs. To navigate rising energy prices while maintaining the highest standards of care, Zetetick partnered with Switchee.

Starting with an initial deployment, the charity has now installed Switchee smart thermostat devices in 20% of their housing stock and, based on the value delivered, is committing to a **100% full stock rollout** over the coming months.

The challenge: Balancing rising costs with resident comfort

When energy prices doubled, Zetetick Housing faced a critical challenge: manage soaring operational costs without compromising the comfort of their vulnerable residents. Due to energy bills being covered by Zetetick, these soaring costs directly affected the organisation as a whole.

A lack of visibility into the homes obscured the reality of how energy was being used. Switchee data revealed that, in a well-intentioned effort to ensure warmth, there were a large number of cases where carers were often setting target temperatures as high as 30°C, and not turning down before leaving, for example shown in the property below. This highlighted a dual problem: energy was being used inefficiently to create environments that were actually dangerously hot, inadvertently impacting resident comfort, and resulting in avoidably high energy bills.

Further, many of Zetetick's vulnerable residents have underlying health conditions that make it difficult for them to regulate their own body temperature or remove layers of clothing if they get too hot. This meant that these examples of overheating were not just a comfort issue but also a genuine safety risk.

31.1°C

Feel like
(Heat Index °C)

30°C

Target
temperature (°C)

29.6°C

Actual
temperature (°C)

15.6°C

Weather
temperature (°C)

Readings from a Zetetick home where the target temperature was consistently left at 30°C

Finally, Zetetick faced a logistical hurdle. As a charity focused on care, they did not have an in-house team of contractors to install new technology. They needed a partner who could not only provide the data but also manage the entire rollout effectively on their behalf.

The solution: Targeted interventions and carer education

To overcome the installation barrier, Zetetick utilised Switchchee's Trusted Installer Network (STIN). This service allowed the charity to bypass the need for internal contractors, ensuring a professional, rapid, and hassle-free deployment of devices across their properties.

After installing Switchchee devices, Zetetick shifted from reacting to resident complaints and soaring energy costs, to proactively preventing both. Using Switchchee data, they identified specific properties with unusually high temperature patterns. To solve this they launched an education program for carers and used Switchchee functionality to prevent the temperature being set to unsafe levels.

This has led to the following:



Optimum comfort

Clarifying recommended safe temperatures (typically 21°C) versus uncomfortable extremes



Health awareness

Educating carers on the dangers of overheating



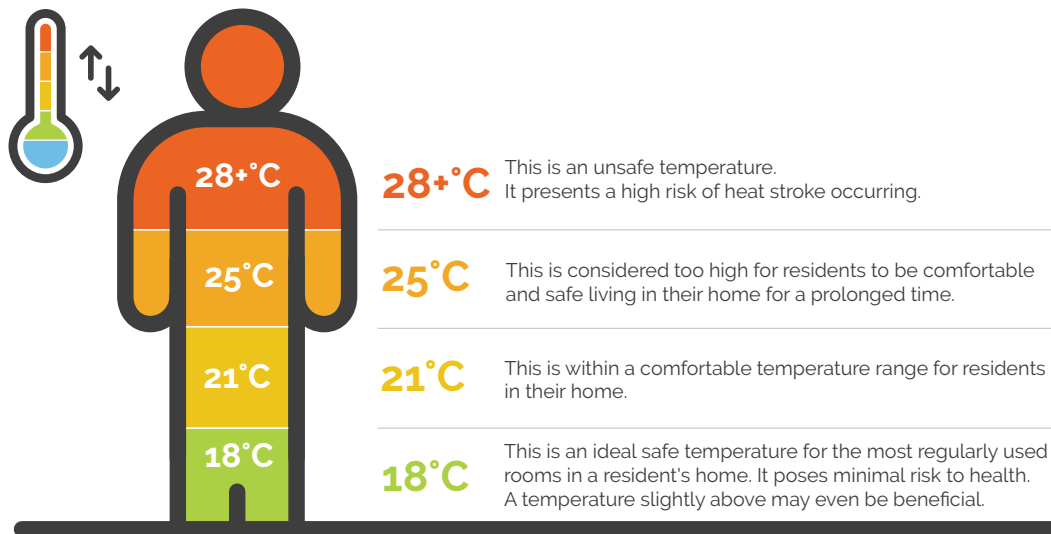
Effective scheduling

The importance of heating schedules to provide warmth when needed, rather than "always on" maximum settings



Temperature management

Practical advice on how to reduce temperatures safely if a home becomes too warm



Key results

By replacing guesswork with data-led education, Zetetick achieved a win-win for resident welfare and operational sustainability:

100%

of homes

with a Switchchee device are now set to **safe target temperatures**

15%

energy bill savings:

Zetetick has seen savings of up to **15%** on energy bills in homes where Switchchee devices were present

100%

rollout commitment:

Following the success of a 20% initial deployment, Zetetick is expanding Switchchee to **all properties** to ensure every resident benefits.



“In a technology partner we are looking for longevity with someone we can build a relationship with and trust. We need an offering that benefits our tenants and the properties. Switchee has outperformed other technologies we have tested and the way they have engaged with us has been brilliant.”

Jonathan Spencer - Chief Executive of Zetetick Housing

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