

switchee



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# Better Lives, Intelligent Homes



Who are Switchee?

**Switchee exists to improve the quality of life for people living in rented homes.**



**Switchee is the UK's largest platform of internet connected devices that reduce fuel bills and provide a real-time data feed to and from the property.**

**1 Billion**  
Housing Data  
Points Gathered

**176.5kg**  
of CO2 Saved per  
device each year

**100**  
Enterprise  
Customers

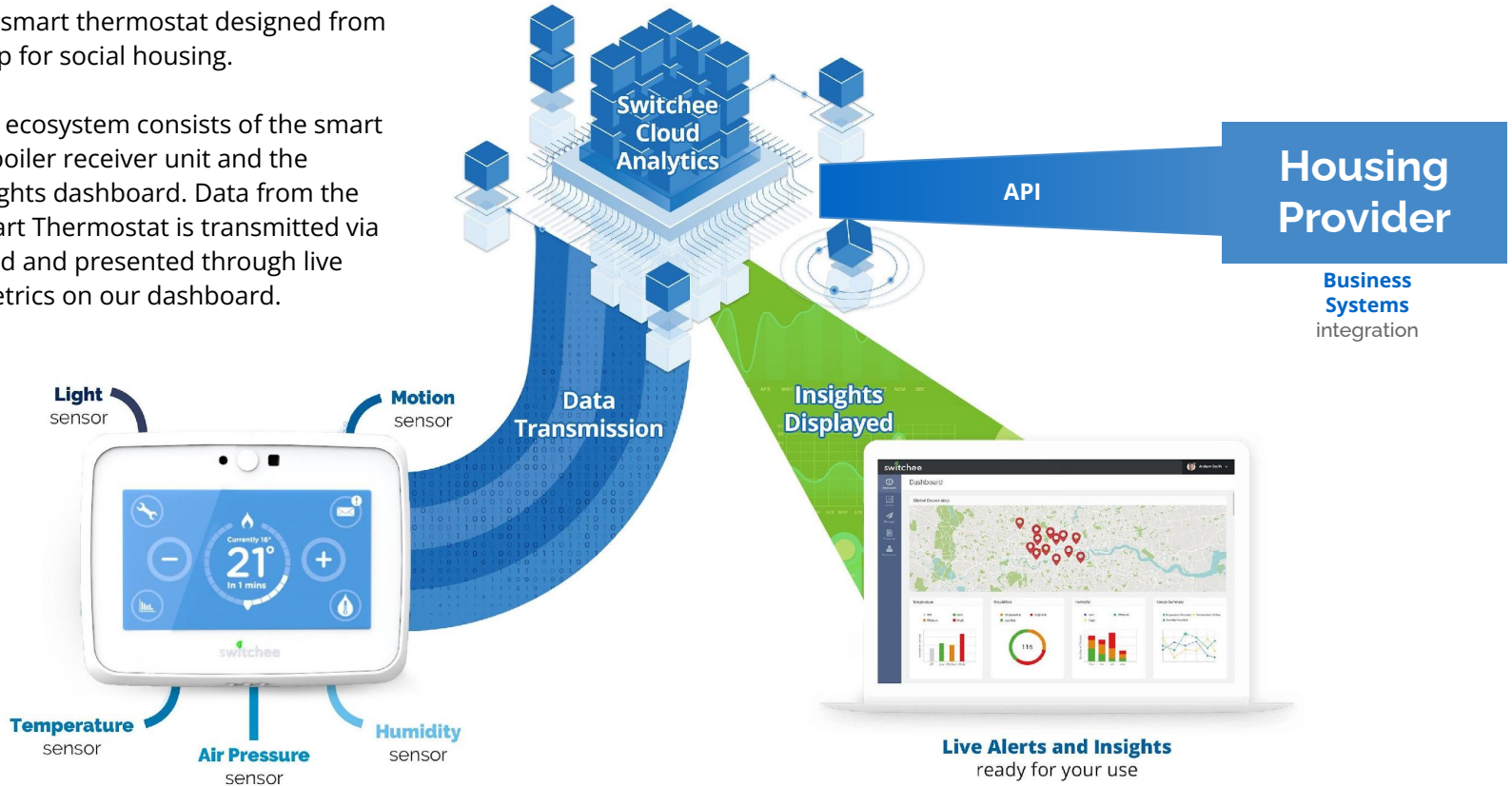


# How Switchee Works



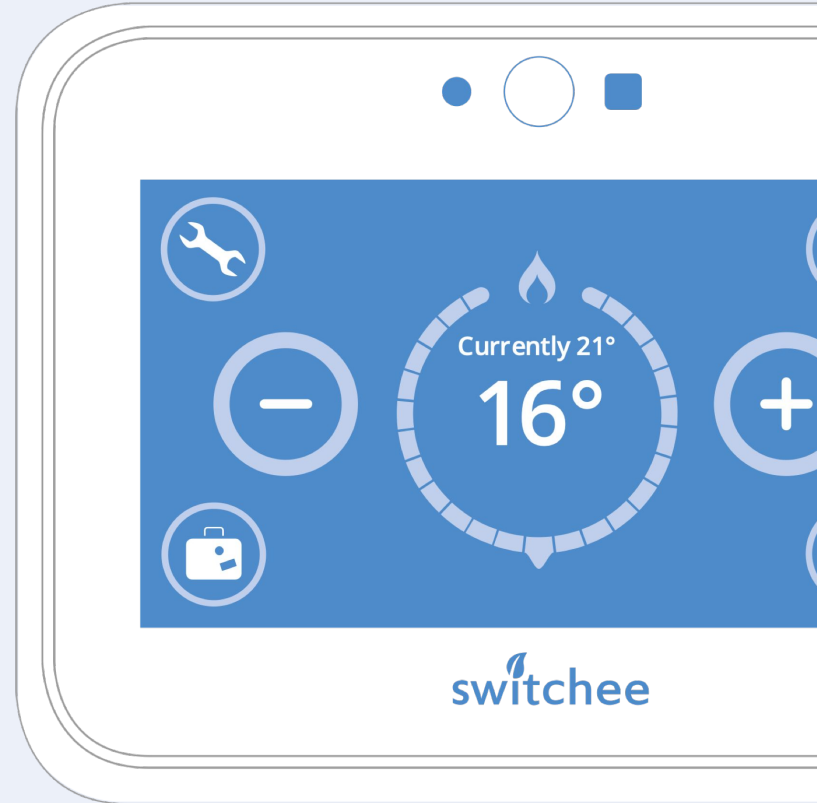
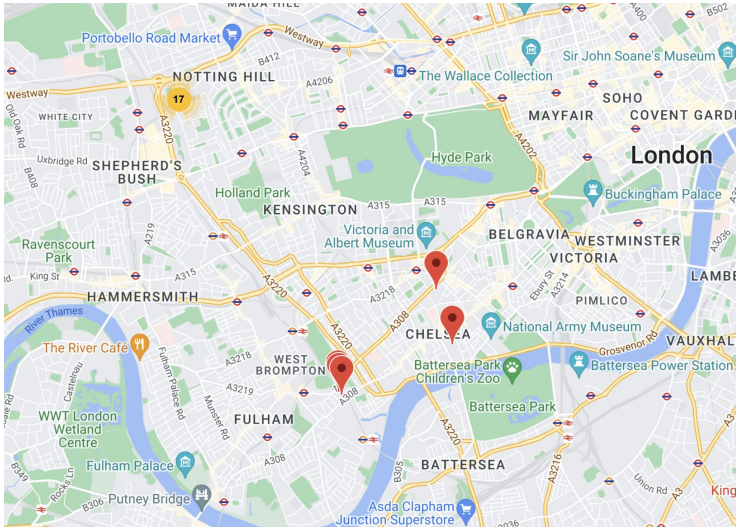
Switchee is a smart thermostat designed from the ground up for social housing.

The Switchee ecosystem consists of the smart thermostat, boiler receiver unit and the Switchee Insights dashboard. Data from the Switchee Smart Thermostat is transmitted via GSM, analysed and presented through live alerts and metrics on our dashboard.



# Pilot Progress

- 24 properties installed across 4 estates





# Why Switchee?

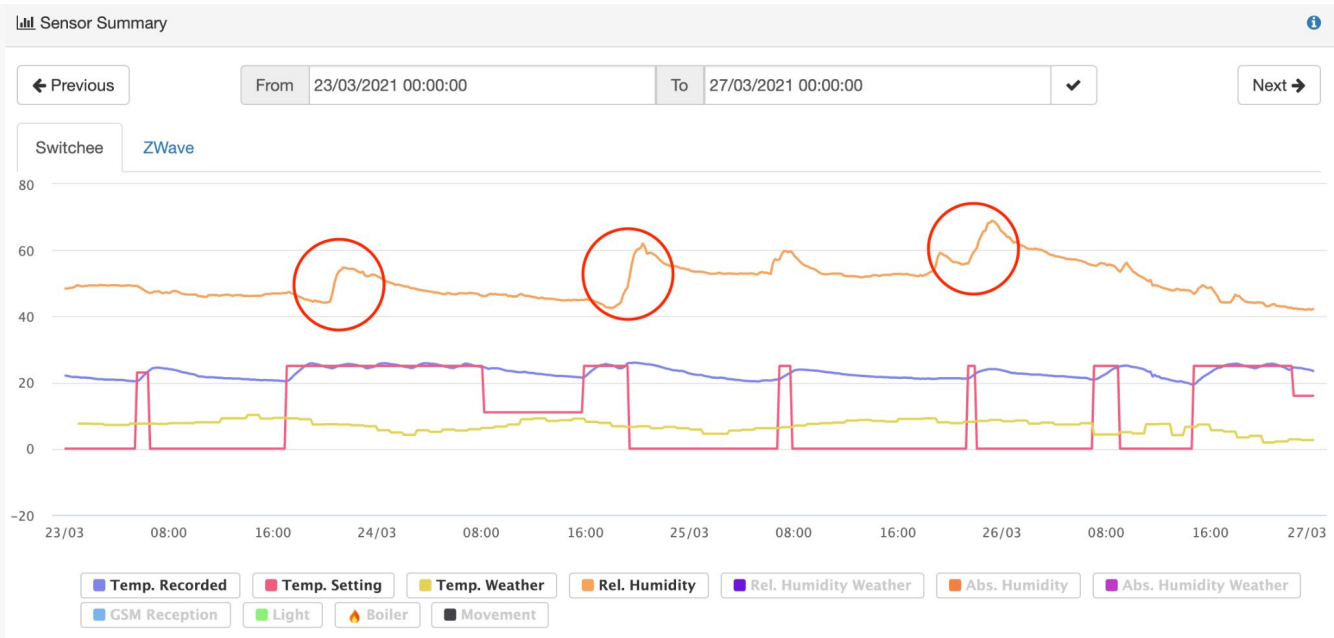


# Early Mould Warnings



With Switchee's sensor data we are able to predict the likelihood of condensation and mould growth, as well as the cause in most cases.

Members of the maintenance team can be informed of potential problems early – before both the cost of repair and the potential health impact on residents increase dramatically.



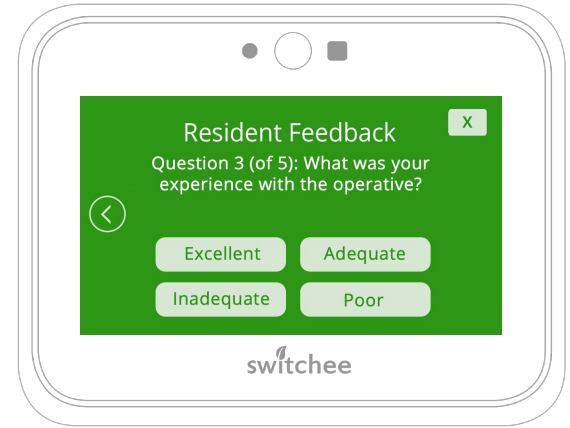
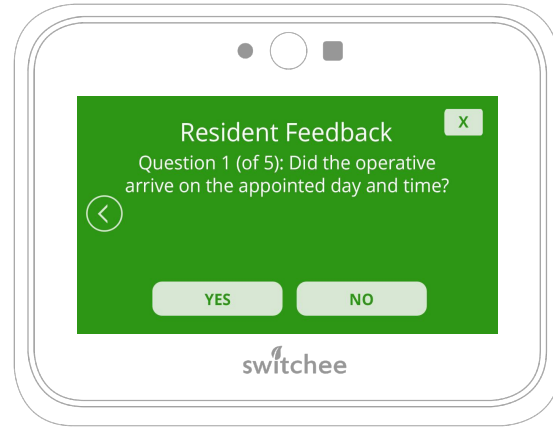
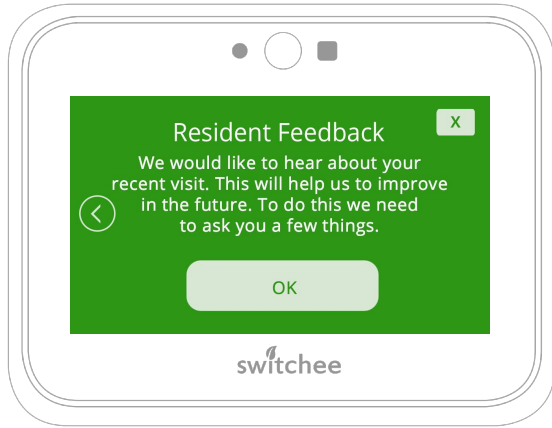
**Flagship results**

- 89% accuracy in condensation, damp and mould detection
- 35 properties visited that were highlighted by Switchee
- £320k annual saving





# Resident Communication

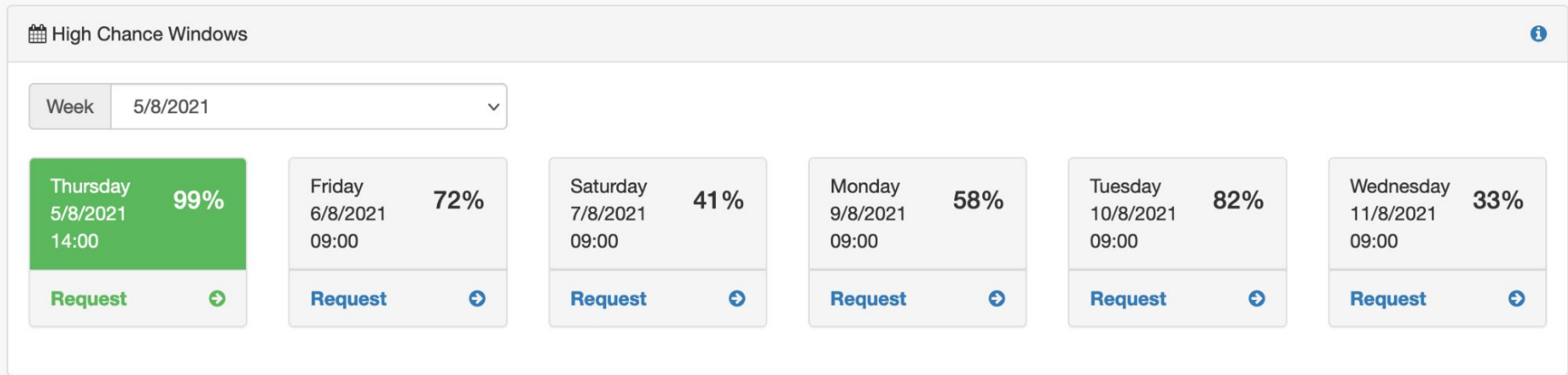


# Smart Appointment Scheduling

Reduce no access visits. Reduce the cost of Compliance.

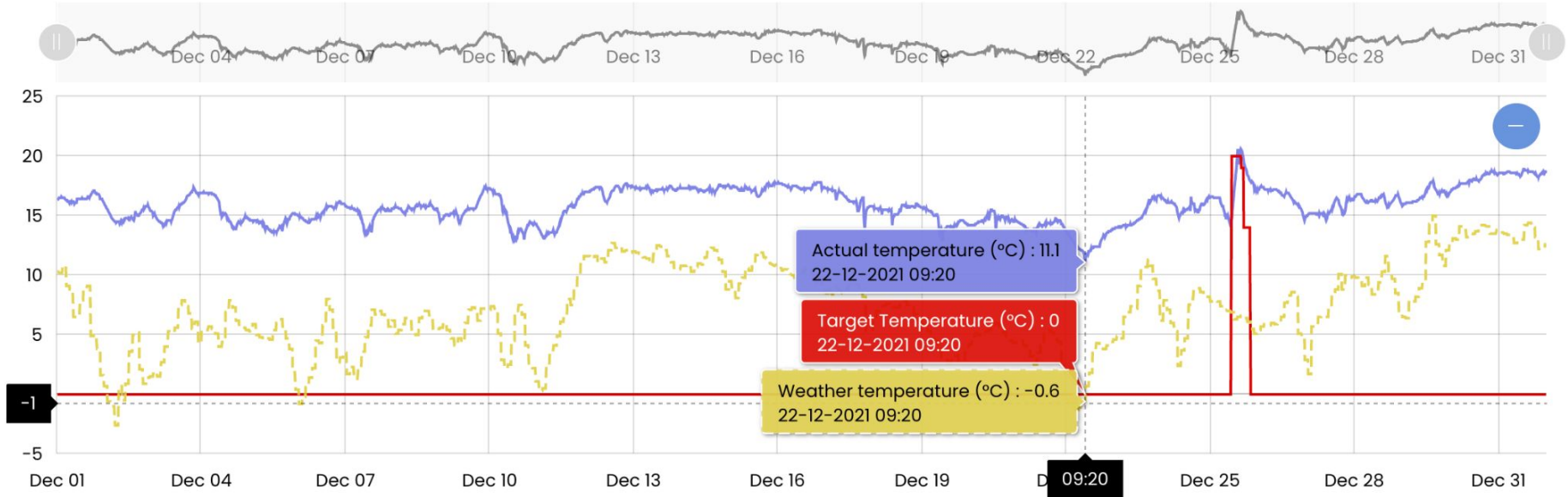


With our smart appointment scheduling, we're able to help you find the best times to visit the property to conduct maintenance, boiler repairs and all of the other routine visits you need to perform.





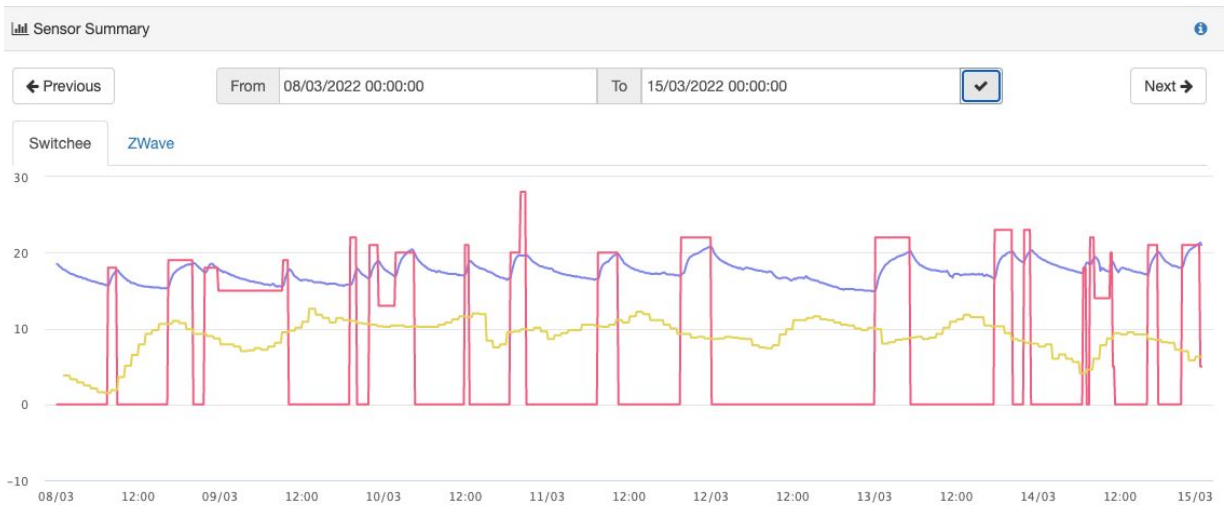
# Tackle Fuel Poverty



# Validate Support

Average internal temp:  
11.4°C

Average internal temp:  
17.5°C



# Validate Remedial Solutions

## Utilise Switchee data to assess results over time

Combine your data on completed works with Switchee's data on property performance to assess the success of fixes and property improvements.



### 1 20th September

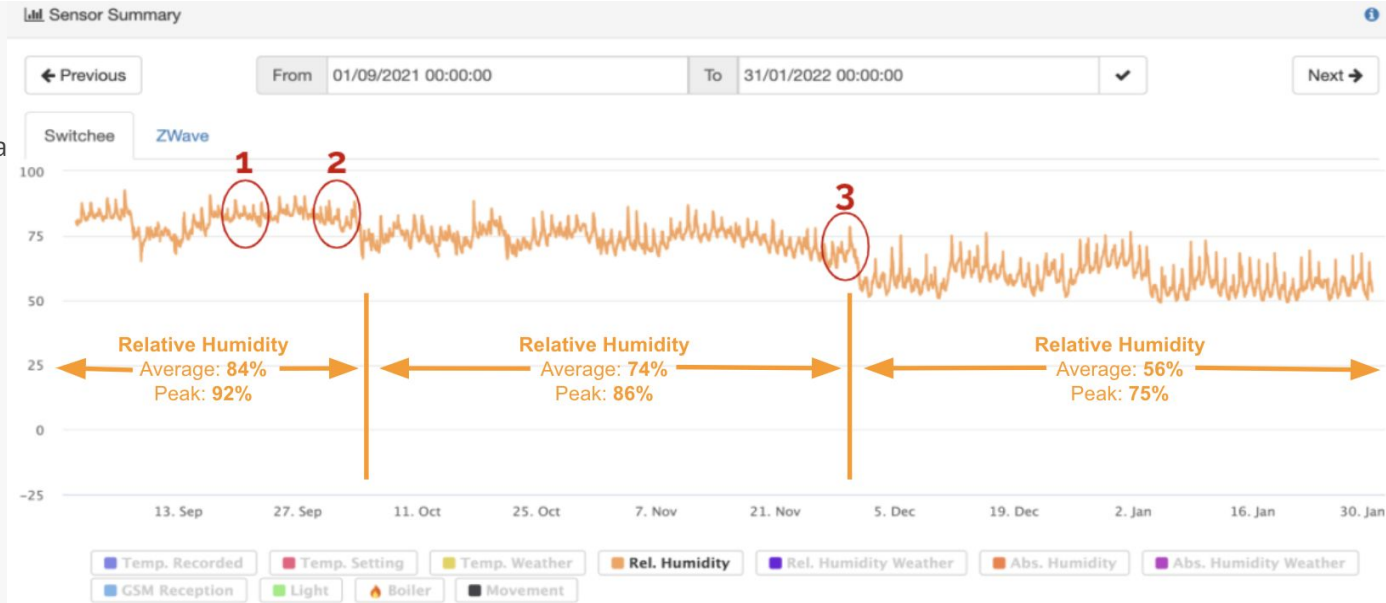
First visit uncovered a tumble dryer was in an open larder cupboard being vented into a box. Advice given to tenant on ventilating the property and reducing moisture productions

### 2 4th October

Discussed best heating practices and recommended lifestyle/behaviours

### 3 1st December

Positive input ventilation system installed



## Visits resulted in...

• Relative humidity dropped from 84% to 56% averages

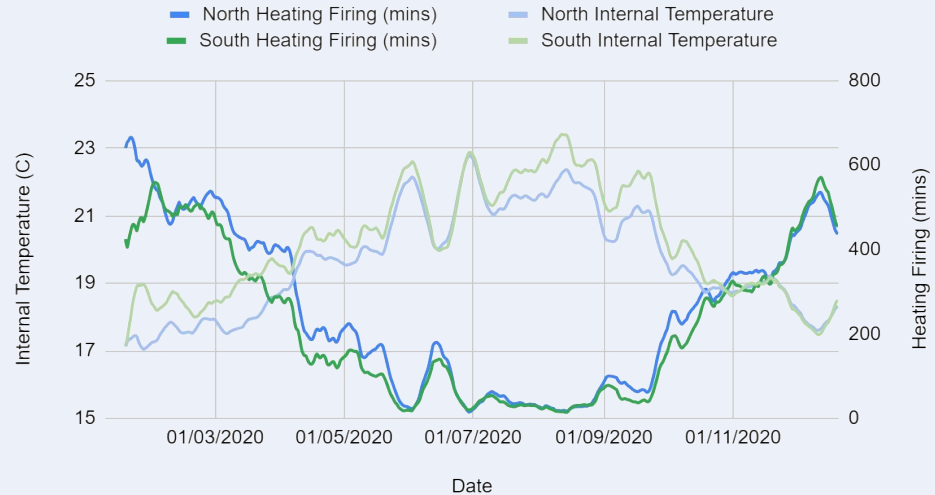
• Mould risk has changed from high to medium

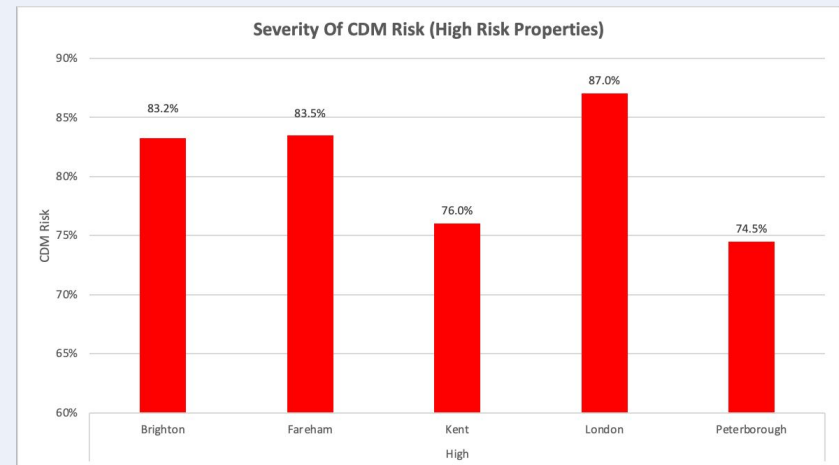
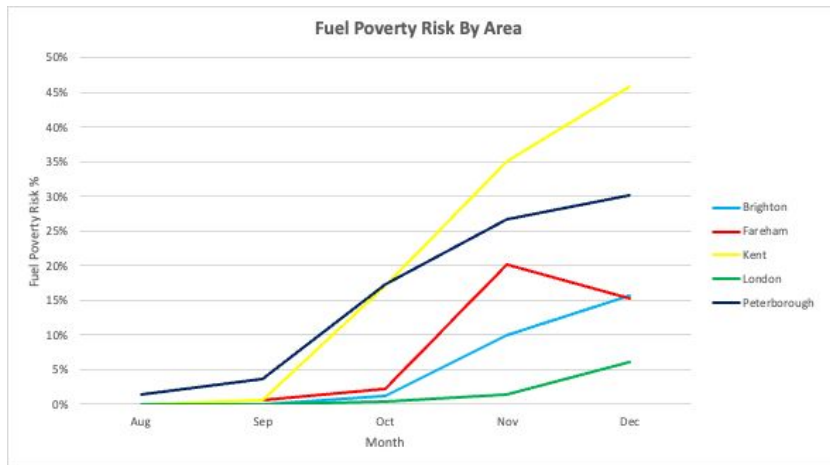
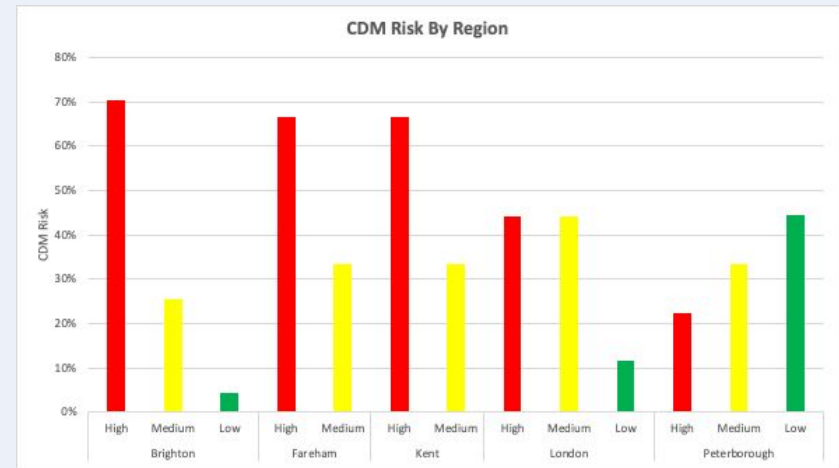
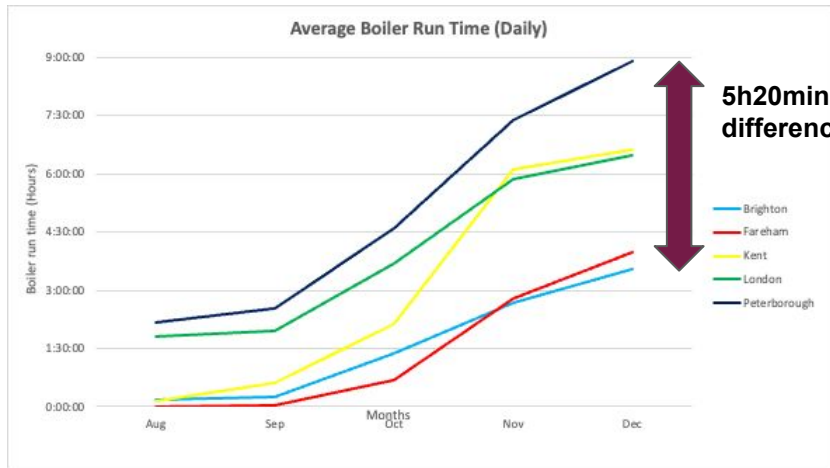
• Further works booked in to ventilate the tumble drier

# Compare Properties

Label Switchee data or combine with your own property data to easily compare performance between groups.

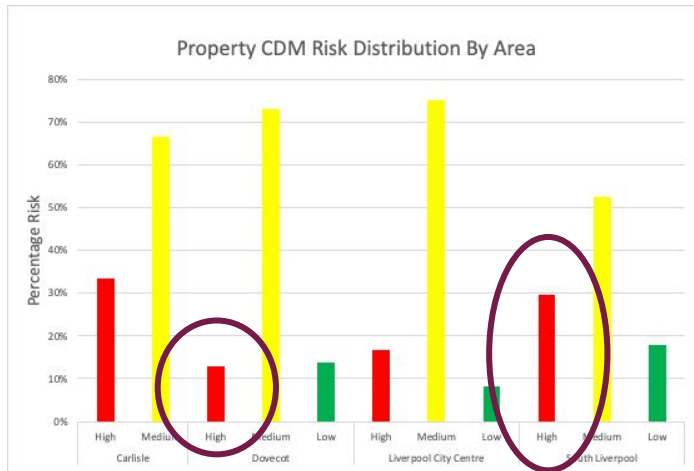
- ➡ Relative performance of different building stock
- ➡ Compare improved properties to the baseline
- ➡ Evidence the sites most in need of improvement





**Hyde data analysis**

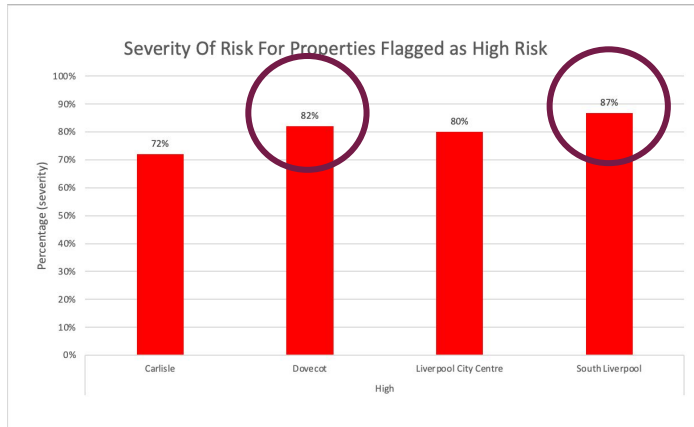
- Properties in Peterborough use their heating **5h more per day** than Brighton and Fareham
- However, the retrofitted properties in Brighton and Fareham have a significantly higher **CDM risk**



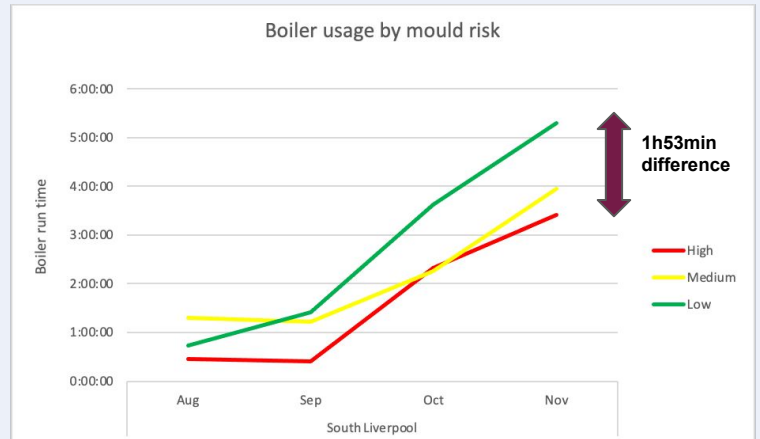
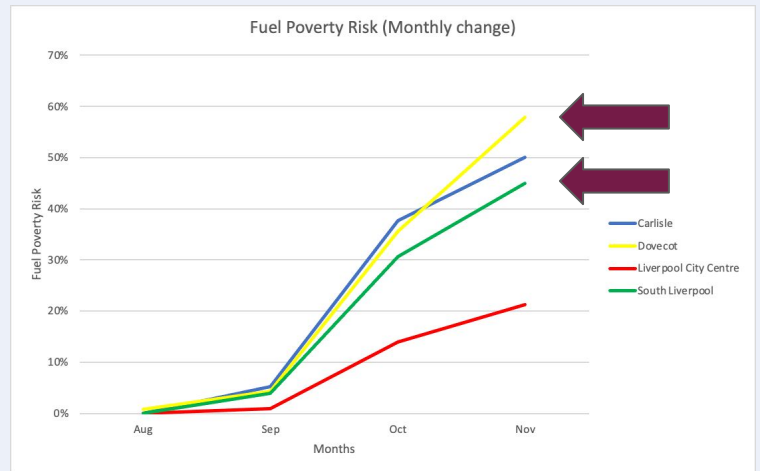
L14 (Dovecot) has the highest number of **disrepair cases**.

However, homes in L25 (South Liverpool) are at higher risk of **mould**.

Could the higher rates of **fuel poverty** in L14 be influencing this? The customers might be more susceptible to claims farmers.



Additionally, **fuel poverty and mould are not separate issues**. Homes at high risk of mould use their heating 1h53m less per day than homes at low risk of mould.

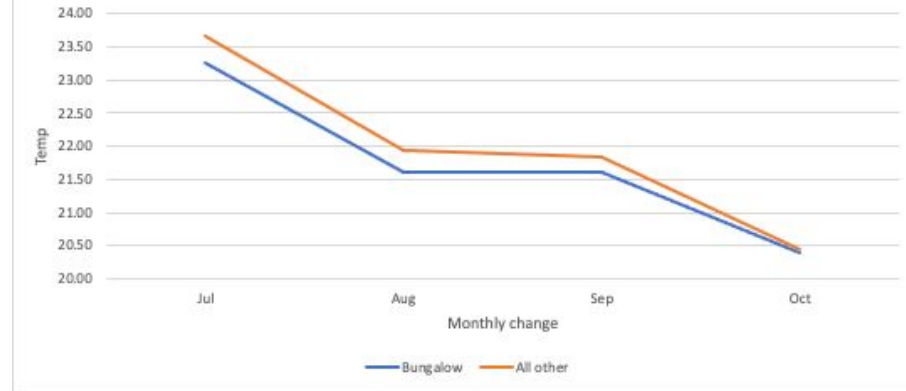




Average Temp by House



Temp against time

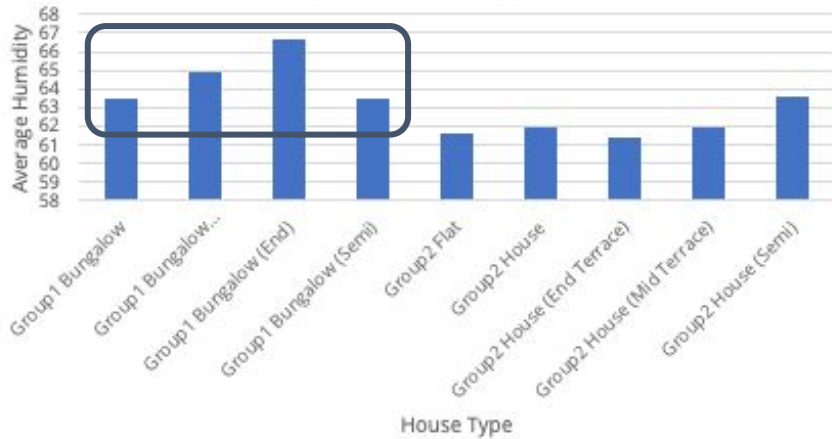


- Bungalows are on average **3 degrees colder** than all other archetypes
- Monitoring over time suggested this was a fabric issue rather than resident behaviour

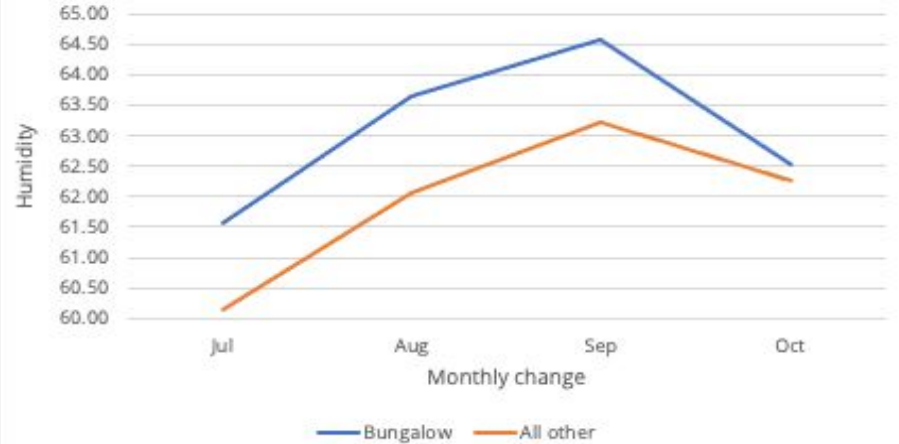




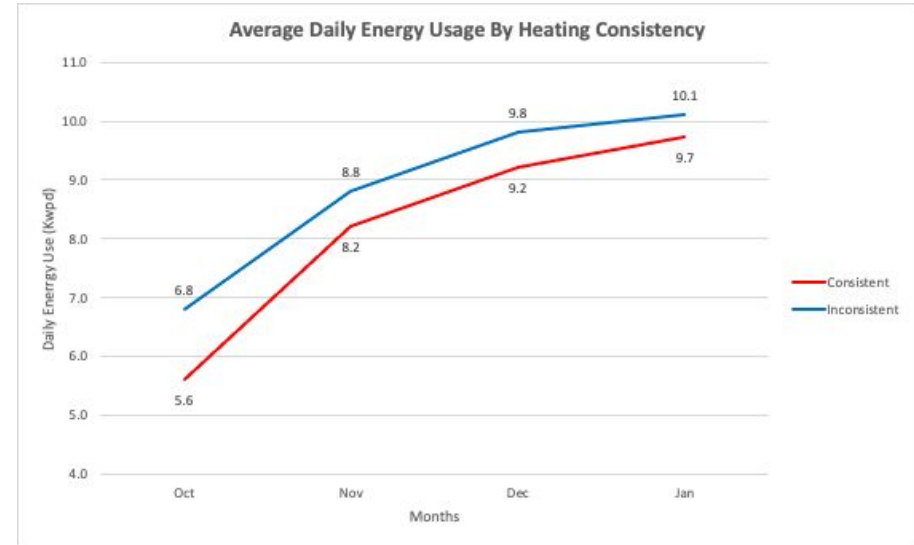
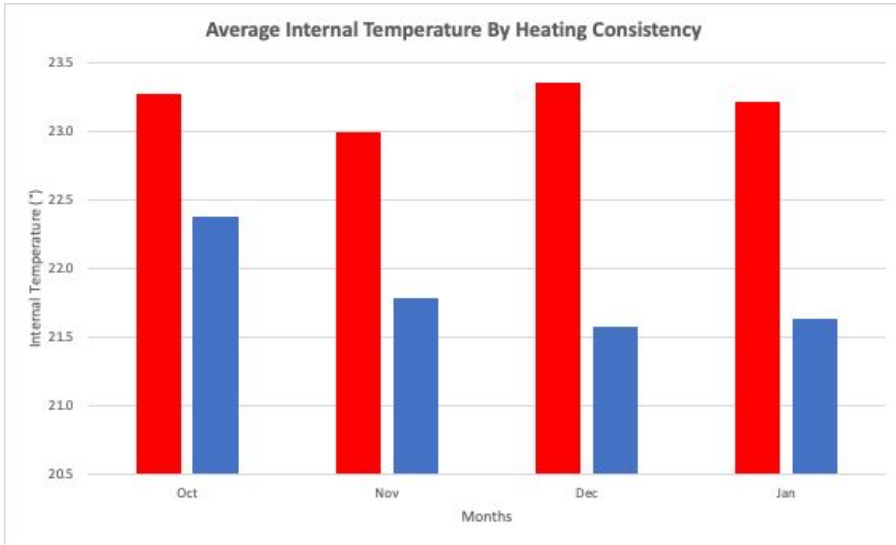
### Average Humidity by House



### Humidity against time



- Bungalows are not only colder but also have consistently higher levels of relative humidity



- Residents who set their heat pump to more consistent temperatures are on average **1.5 degrees warmer** whilst using on average **1.2KW less per day**



# RBKC

- Initiatives so far



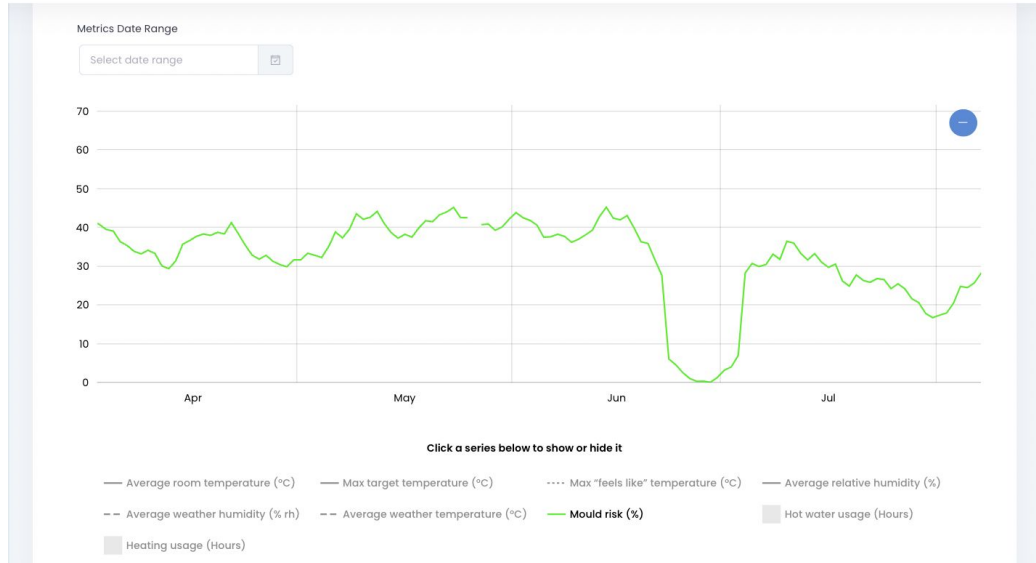
# Lancaster West - CDM Triaging



- 3 high risk properties
- 2 responses to our survey
- 1 with noticeable mould
- 1 with condensation on their windows



Home > Properties > 5 Camborne Mews, London, W11 1QA



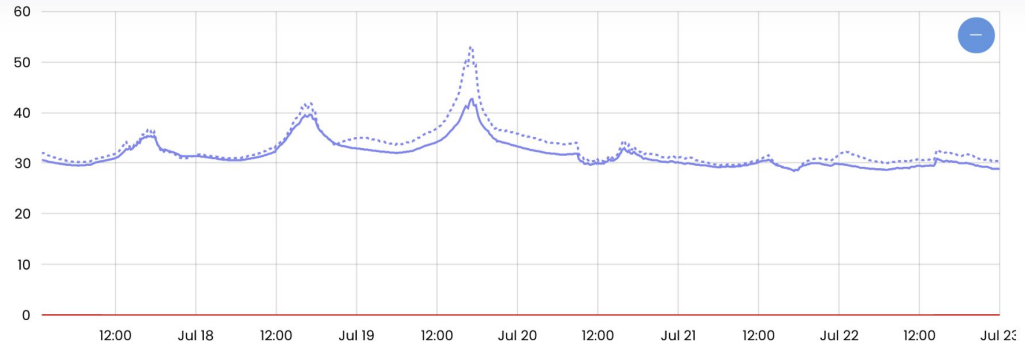
Surveyors attended the property and cleaned the mould



# Heat Stroke Risk

Proactively offered properties at high risk of over-heating a fan to help cool them down

Home > Properties > 420 Hurstway Walk, London, London, W11 1WE



Click a series below to show or hide it

- Actual temperature (°C)
- Target Temperature (°C)
- Feels like (Heat Index °C)
- Relative humidity (%)
- Weather humidity (% rh)
- Weather temperature (°C)
- Heating mode
- Hot water mode
- Hot water on
- Heating on

# Resident Satisfaction

**88%**

Response rate to our survey

**57%**

Of responders find their  
Switchee easy and comfortable  
to use

**3**

Properties are being offered  
training on how to use their  
device



# In Summary

Switchee helps you to provide better lives for your residents through more intelligent homes.

One Package to:

- **Reduce management and maintenance costs**
- **Reduce the risk of disrepair**
- **Improve communication**
- **Improve sustainability**



THANKS FOR  
**LISTENING**

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