



# Remote monitoring

**Phil Pemberton**

Director of Asset Strategy, Riverside Group

21 October 2021

echelon Conference, Stamford Bridge



# About Riverside

- 60,000 properties and growing
- Mixed tenure - social housing, care and support, home ownership
- Resourced business plan
- Struggling on satisfaction-perception score (low to mid 70s)
- Quality of homes are key for customers
- 17,000 SAP D-G (£75m required)
- Disrepair cases growing.



# Technology

- Customer expectations
- Low touch - no touch
- IoT
- AI
- Discovery phase
- Efficiency savings - BP critical
- Operative on Way
- Sightcall
- Drone Surveys - DIN lab



# Approach to remote monitoring

- Targeted approach to roll out
- Gain more understanding of our homes
- Increase understanding about our customers
- Improving the relationship/trust with our customers
- Our priorities - safety, comfort, quality
- Supporting our customers
- Improving our properties.

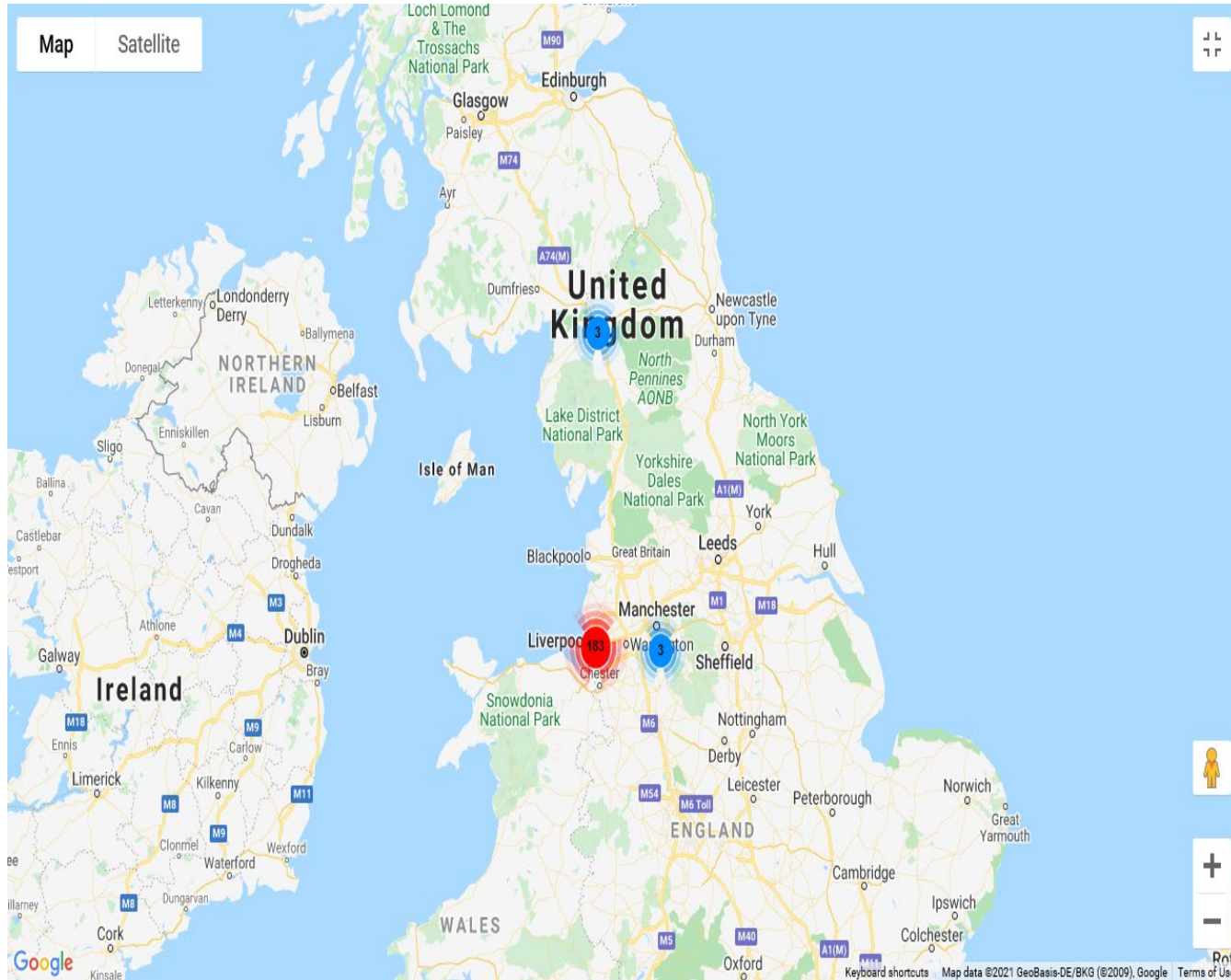


# Switchee pilot

- Started in April 2020
- Expensive-or not?
- Various other products - evaluation or pilot?
- Increased media coverage - relationship with customer
- Trust.



# Installation



**switchchee**

## Your New Smart Thermostat

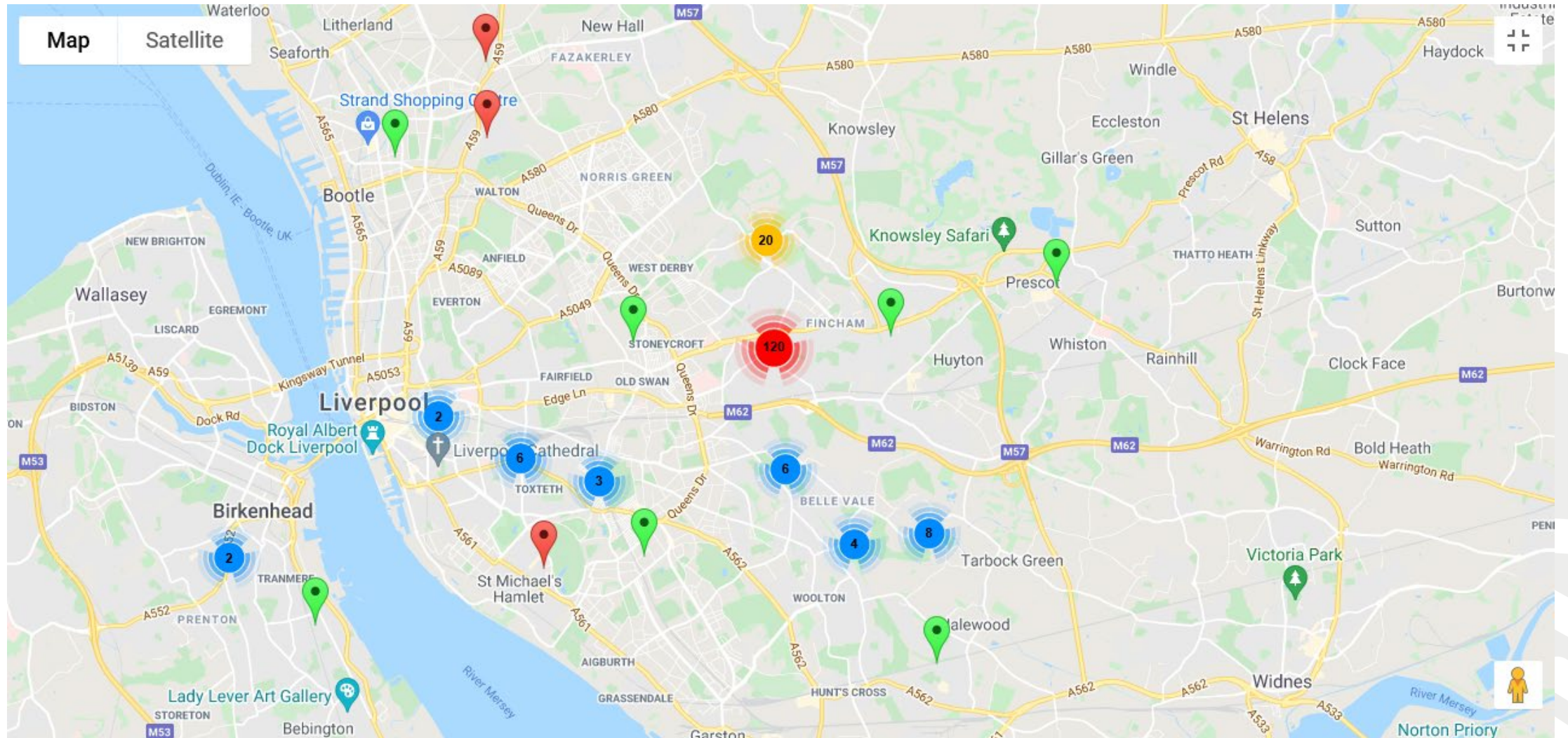
Switchchee is being installed in your property to help you reduce your energy bills and to help protect your home against damp and mould.

Switchchee should take up to 90 minutes to install.	Switchchee will be installed by engineers, on behalf of your landlord and at no cost to you.	Switchchee can save you up to 15% on your energy bills.
---	--	---

**“** I very rarely have to do anything at all. In winter I needed to change it so I adjusted the thermostat manually. I found it easy. It's very responsive. **”**

**Mr Robinson  
Resident**

# Hot spots



# Ability to highlight risk (mould, fuel poverty, poor insulation)

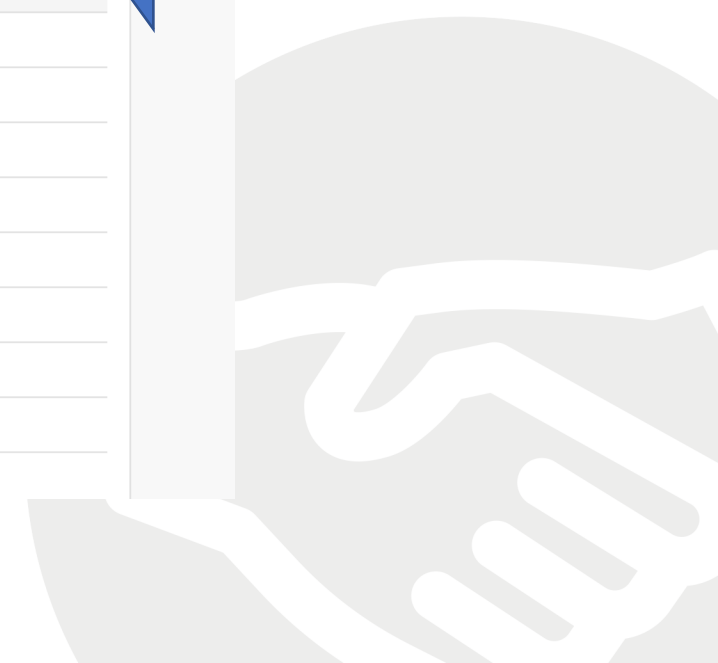


Highest Mould Risk Source Data

Property	Value	Risk
(Switchee 3) Estuary Commerce Park, Estuary Blvd, Liverpool	100.00%	High
17, Max Road, Knotty Ash, Liverpool	95.00%	High
11 Fulmar Close	94.00%	High
53 Feltwood Road	85.00%	High
192 Kingsheath Avenue, Liverpool	82.00%	High
77 Well Lane, Liverpool	80.00%	High
(Switchee 1) Estuary Commerce Park, Estuary Blvd, Liverpool	74.00%	High
491 Borough Road	72.00%	High
284 Finch Lane	71.00%	High
40 Minto Close	70.00%	High
40 Longreach Road	70.00%	High
50 Finch Dene	70.00%	High
(Switchee 2) Estuary Commerce Park, Estuary Blvd, Liverpool	68.00%	High

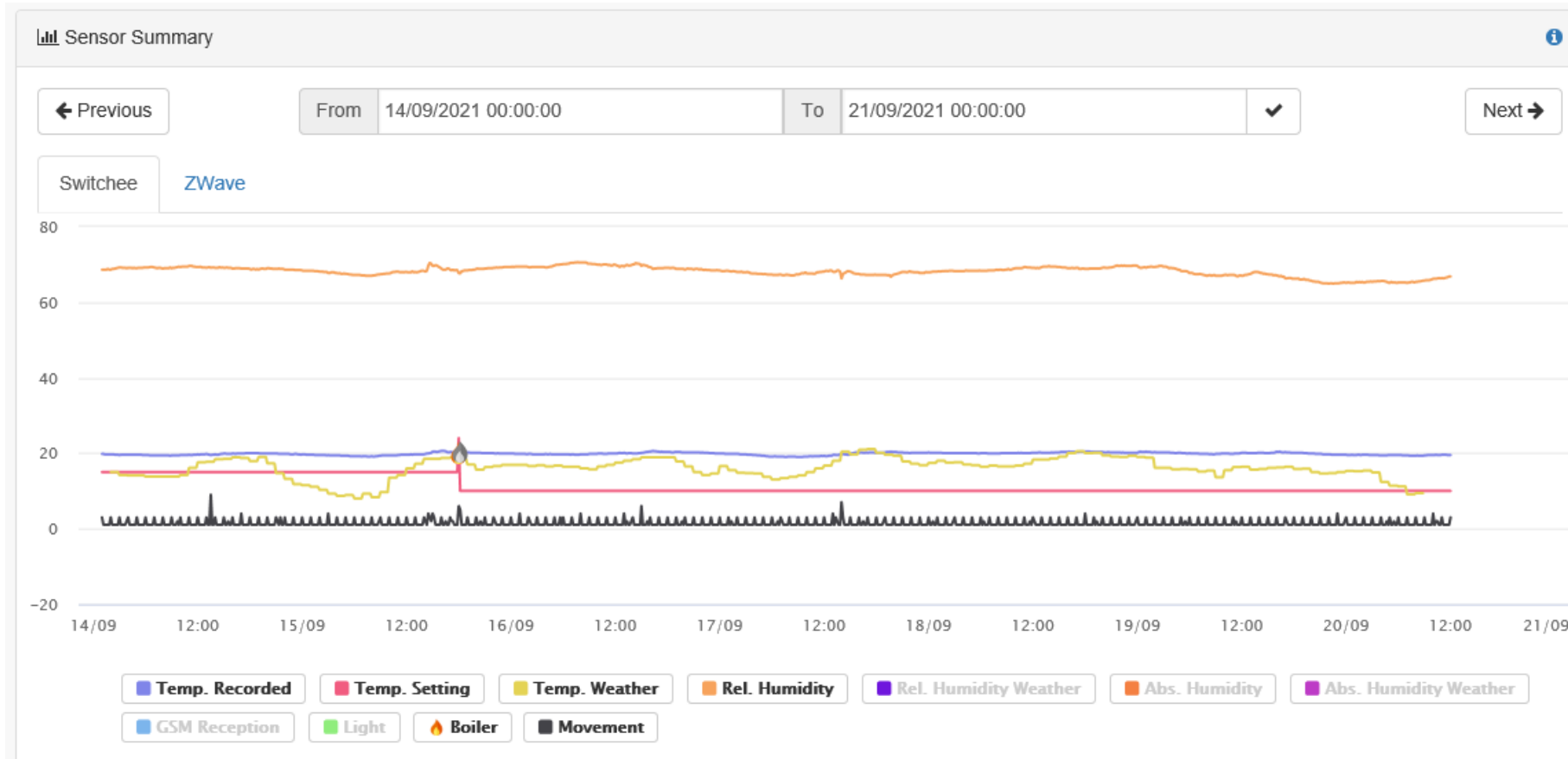


High risk of mould





# Using data - high risk of mould



Average 20 Degrees  
(22 Degrees when  
occupied)

67% Relative Humidity  
(70 degrees when  
occupied)

72% risk of Mould

Note: Little Activity –  
probably inactive  
elderly individual

# Early outcomes



- Huge level of information - data rich
- Remote boiler checks - September before big switch on
- Overlay SAP rating, residents, age groups, repairs activity, income
- Affordable warmth officers
- Data analyst overseeing
- Sustainability/disposal
- Who owns?
- Is it an asset function?
- Collaboration- way forward?
- Fuel poverty?
- % of properties increased risk of mould?



# Next steps

- Proactive programme (damp and mould)
- Customer evaluation
- Collaboration across the group
- Review success-VFM
- Potential expansion into hotspots



Questions?

