



## RSH SURVEY

Switchee supports social housing landlords to respond to the “RSH - Assurance on addressing risks relating to damp and mould in tenants’ homes” survey.

As Switchee’s ongoing commitment to supporting social housing providers, please find below some suggested responses which could be used by those social landlords who have adopted Switchee technology as part of your response to the “RSH - Assurance on addressing risks relating to damp and mould in tenants’ homes” survey.\*

\*Please note that these answers are only in relation to Switchee and should not be seen as a full response to the survey.

**1. Please detail your approach to assessing the extent of damp and mould issues affecting your properties, including how you assess the prevalence of category 1 and 2 damp and mould hazards.**

We use Switchee smart technology and real-time analytics to help us understand the conditions in our housing stock, including the likelihood of mould development for both categories. We can assess the risk of a home having mould through the Switchee smart thermostat collecting data in relation to temperature and air humidity. Through Switchee's algorithms, the real-time data collected produces insights within a dashboard that alerts us to the level of risk of mould being prevalent in each of our properties, and also on a full portfolio level.

In properties that do not have a Switchee...

**2. In the context of the approach detailed in Q3, please provide details of your most recent assessment of the extent of damp and mould hazards in your homes, including the prevalence of category 1 and 2 damp and mould hazards.**

Through Switchee's real-time data and analytics and support of their customer success team, we are continuously assessing our property conditions. Please find below details of our most recent full survey with a breakdown of risk levels across our stock with Switchee devices installed.

*Please contact your dedicated Customer Success Manager to discuss the information you require to fully answer the remaining part of this question.*

At this stage we have not been able to monitor our whole stock. However, by using a sample of Switchee devices across a range of areas and archetypes we can focus our resources on the areas which are most needed.

**3. Given the findings of the assessment outlined in Q4, please outline the actions you are taking to remedy any issues and hazards, and ensure that your homes meet the Decent Homes Standard.**

Following Switchee data alerting that there is a risk of mould within a property, a CDM survey is sent via the Switchee to the resident to verify if mould is present, and if prevalent to what extent. Following this, we arrange for a surveyor to visit the property to formally inspect the mould, to identify the cause, and recommend remedial action. Remedial intervention is then completed in a timely manner. As our ongoing commitment to providing our residents with mould-free homes, we use Switchee data and analytics to monitor the impact and effectiveness of the intervention we have carried out.

On a larger scale, through the use of Switchee insights, we have identified specific areas and archetypes, typically estates, which need detailed monitoring. As a result, we can focus our resources on the areas which are most needed.

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#### **4. Please tell us how you ensure that individual damp and mould cases are identified and dealt with promptly and effectively when raised by tenants and residents.**

Through Switchee data and analytics, we can drill down on a per-property and per-hour basis; we can suggest if there are behavioural actions which may be leading to the cause of mould ie. underheating the home for significant periods of time and/or identifying high humidity levels. Through this, we proactively work with our residents to provide education and guidance on how to better manage their property. Together with our response to Q5, we are able to deal with our mould cases on an individual basis efficiently and effectively.

In addition, when a when a resident lets us know about a CDM concern, we use Switchee as our monitoring platform to ascertain the likely extent to which the mould is prevalent in the home to support us in ascertaining what level of remediation is likely to be needed; driving efficiency to quickly solve the issue.

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