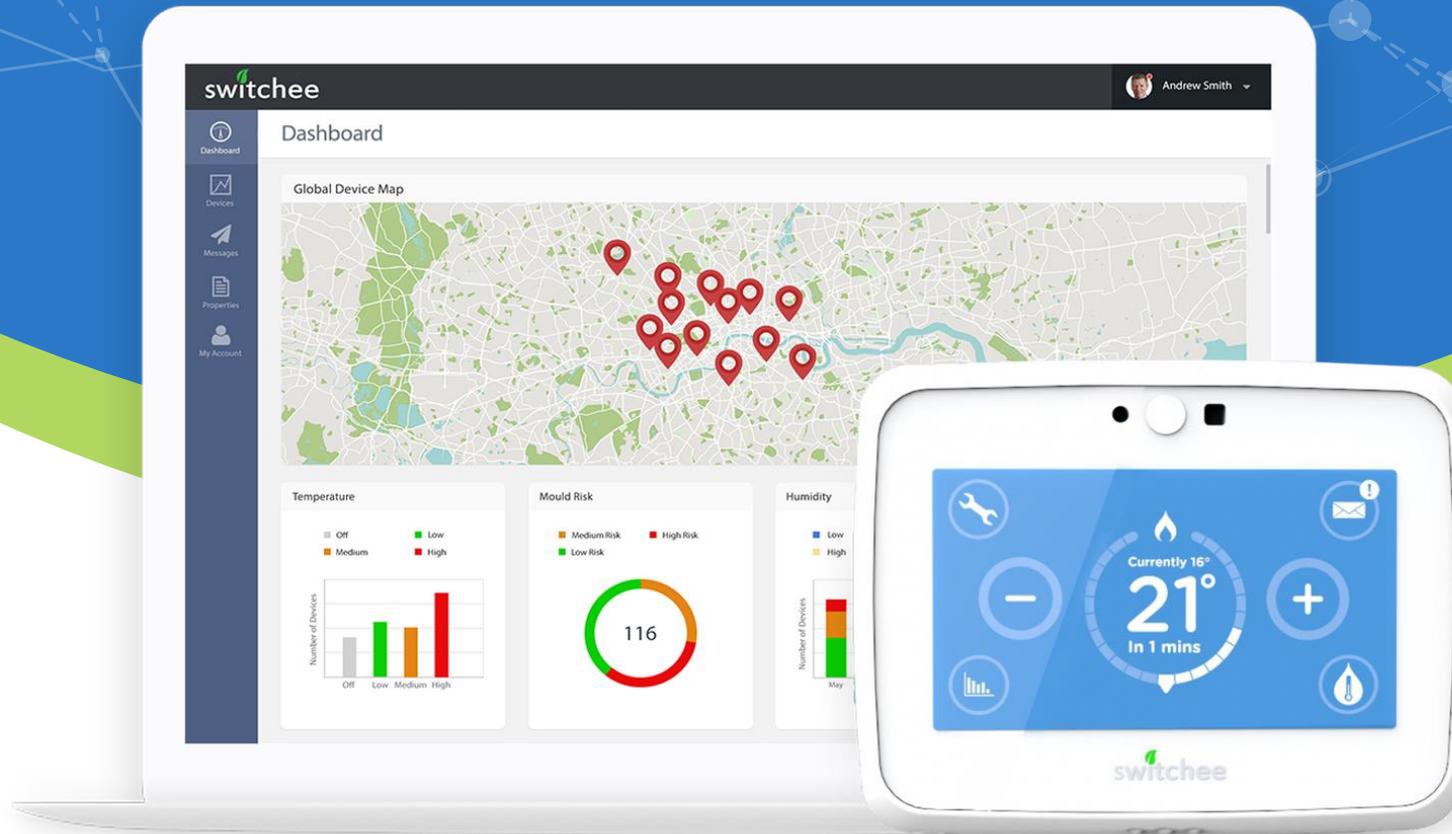


switchee



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Using innovation, digital inclusion and IoT to benefit landlords and residents:

A discussion on the social, economic and technical benefits to connected homes in the housing sector



Fuel Poverty

We know it's a problem – with 2.2 million people in Fuel Poverty in the UK (up this year by 200K)
They face a choice between eating or heating (or even paying rent)



ECONOMIC IMPACT

By nature Fuel Poverty is an economic issue for residents. It can, however, have a serious impact on landlords too; asset depreciation, rent arrears increases, increases in voids and repairs and maintenance costs increase as well.



SOCIAL IMPACT

Underheated properties are can be cold, damp and potentially mouldy. Living in these conditions often leads to/or exacerbates health conditions (mental and physical) including Asthma and allergic reactions.



TECH IMPACT

There is connected technology out there that can combat/improve this. Switchee Smart Thermostats are proving a way to identify fuel poverty, reduce costs associated with heating properties and monitor property/behaviour conditions too.

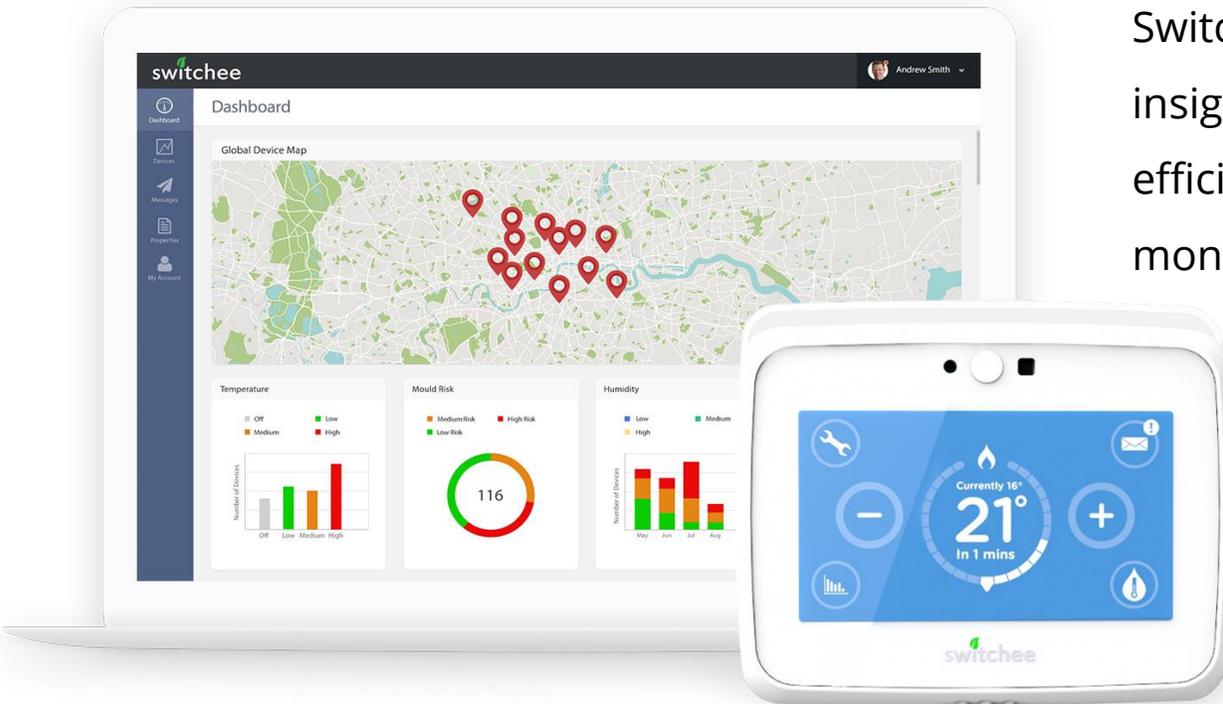
What Is Switchee?

Switchee is a Smart Hub and Landlord Insights dashboard

Switchee was designed specifically to give you access to the insights that you need to manage your property portfolio efficiently and compliantly, whilst saving your residents money.

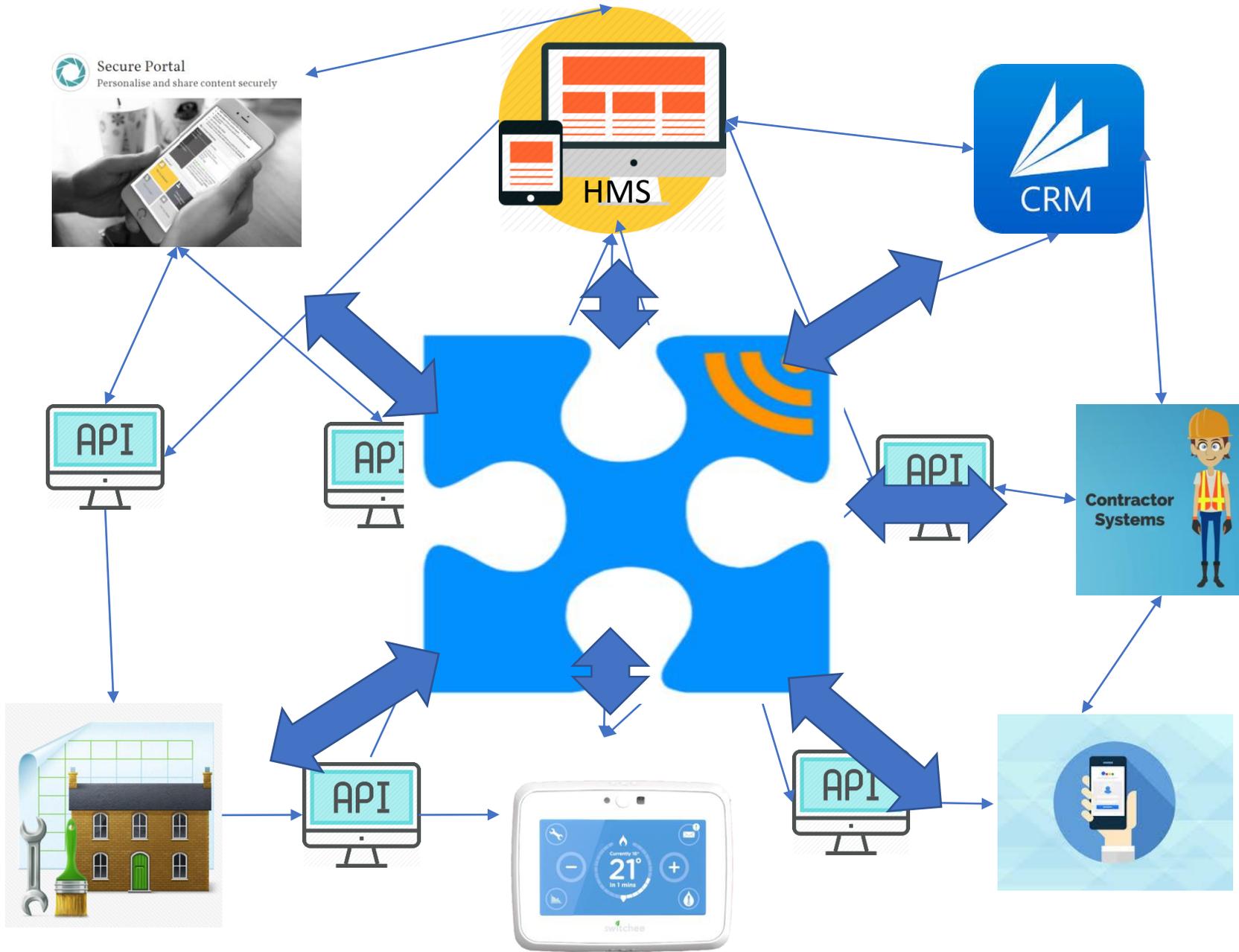
Switchee helps landlords in these key areas:

- Preventative Maintenance
- Ensuring Better Compliance
- Increasing Resident Health And Wellbeing
- Strategic Asset Management



“How does connecting people and properties improve digital inclusion and what are the benefits of doing so?”





Digital inclusion or Digital Efficiencies

- Is digital inclusion a social issue?
- What does “digital by default” mean?
- What are the technical challenges?
- Is it as complex and costly as we are lead to believe?
- What is the answer for your business?
- Embrace new technology completely?
- One size does not fit all
- Take baby steps and don’t throw away existing technology
- Keep it simple!
- Where in your business can you make a real difference?
- Some organisations are doing this already with great effect!

“How else can technology drive digital delivery of services such as repairs or arrears management? How can we extend that using IoT”

Compliance / Mould / Repairs / Arrears

What can be done to better improve these conditions?



We can connect residents but can we connect properties?

- The Housing Officer on the wall
- Giving a voice to your properties
- Currently stock condition surveys every 3-5 years. It's not enough. How about every 10 seconds?

IMPACTS TO CONSIDER

SOCIAL – wellbeing, safety, health

ECONOMIC – Dynamic scheduling, reducing costs for asset management. Reduce complaints. Inform the right investment decisions and have data to evidence those decisions. £200 saving per property per annum!

TECH – Housing Officer / Surveyor / Customer Service / Fault Diagnosis on the wall

“We are collecting all this data from our properties. How can we use it and what are the Social, Economic and Technical challenges associated with integrating it in to legacy systems?”

What does Big Data mean?

Why do we collect data?

It's Process driven, and utilised for Compliance

Why should we collect data?

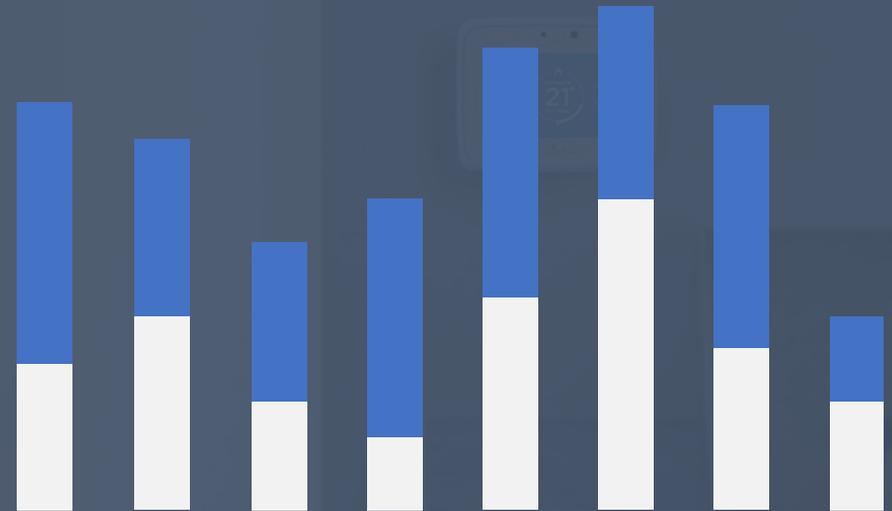
It allows you to effect a positive change, and GDPR Compliance

What do we do with the data?

We integrate it, although Integration can be difficult

Why is Integration so difficult?

IT DOESN'T HAVE TO BE



SUMMARY

An ROI of hundreds per property per year alongside the commercial reasons to tackle the problem

If you reduce **fuel poverty** you save on rental arrears, liaison officer costs, void costs, repairs and legal costs through disrepair.

If you increase **digital inclusion** you save on communications costs, rent payment and appointment scheduling inefficiencies, inbound and outbound communications become infinitely more efficient and cheaper

If you can identify **repairs issues** and the causes of them you save on complaints issues, disrepair legal costs, additional monitoring and surveyor team resource, re-housing costs, voids costs and depreciating asset values

If you can **integrate** new data and tech into your existing legacy systems you can reap all of the benefits immediately and without having to drastically change anything

Thank You For Listening

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