



August 2024

CASE STUDY

NORTH YORKSHIRE COUNCIL:
A SUCCESSFUL TRIAL OF AICO'S
CONNECTED HOME SOLUTION



TOGETHER WITH



NORTH YORKSHIRE
COUNCIL CONDUCTED
A TRIAL OF AICO'S
CONNECTED HOME
SOLUTION TO BETTER
UNDERSTAND HOME
IMPROVEMENTS.

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A white, rectangular environmental sensor device is mounted on a light-colored wall. The device has a small, stylized 'Ei' logo on its front face, which includes a house icon above the letters. The device is positioned on the left side of the page, partially overlapping the main text area.

Over the past year, North Yorkshire Council has been carrying out a trial of Aico's Connected Home Solution, consisting of the Ei1000G Gateway, and the Ei1020 and Ei1025 Environmental Sensors. These products were installed to help North Yorkshire better understand the impact of home improvements, whilst gaining a greater understanding of their properties' environmental conditions.

INDUSTRY-LEADING HOME IMPROVEMENTS

The data gathered on these trial properties has been greatly beneficial. It has provided both the council and customer with vital feedback on the performance of the homes, enabling the council to combat issues, such as damp and mould or indoor air quality. This also plays a key role in educating and empowering the residents, via the bespoke Resident App, in order to better understand the conditions of their homes.

Following this successful trial, North Yorkshire Council are now able to launch the installation of Environmental Sensors across a further 150 properties, utilising their SHDF Wave 2 funding, starting a further rollout in June 2024. Installation of the system will be carried out on their entire housing stock of 8,500 properties, prioritising:

- [Those that require improvement](#)
- [Those with customer complaints](#)
- [Void properties](#)
- [Properties that need energy improvement works](#)

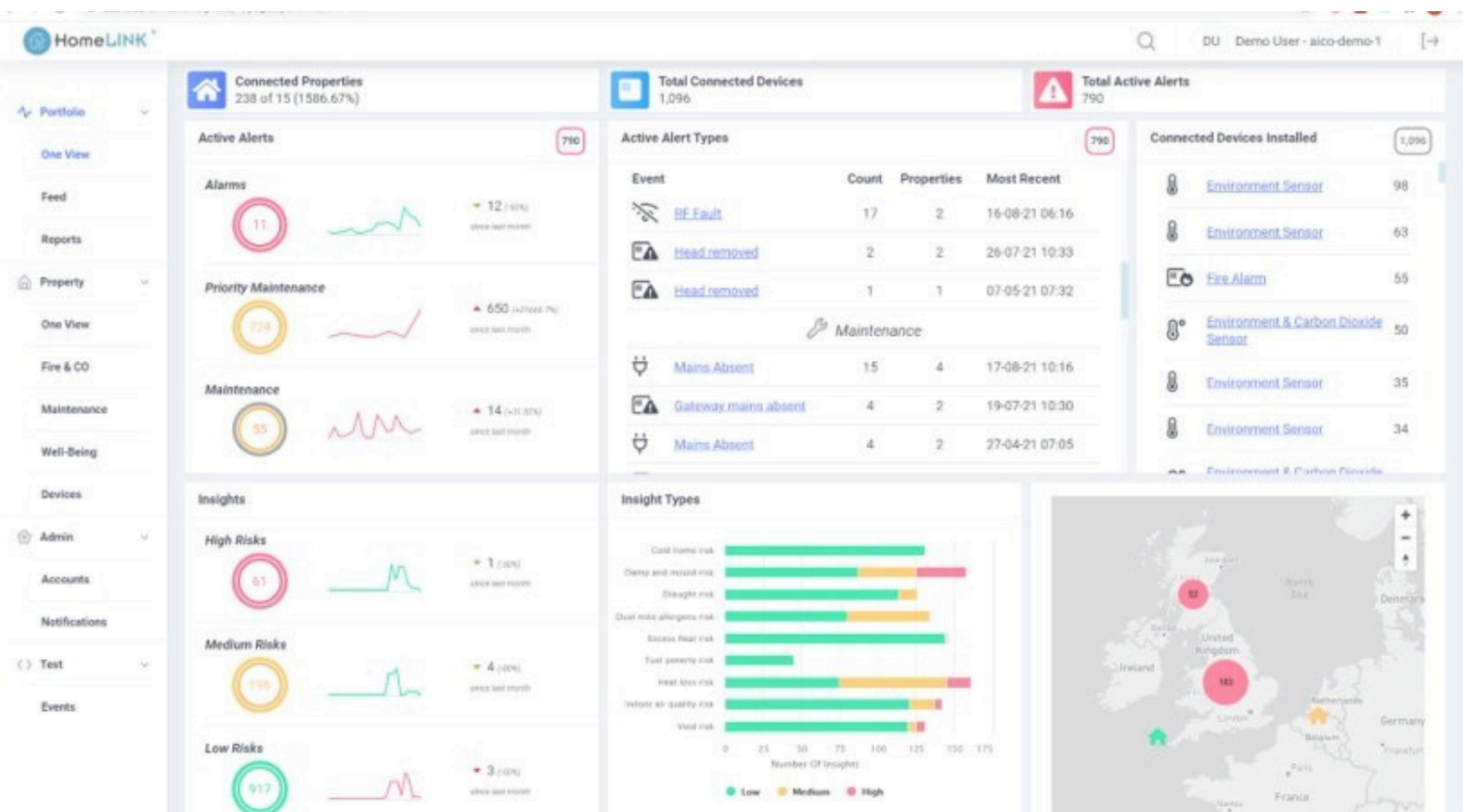
This is in addition to any other cases identified as benefiting from performance monitoring or fire compliance.

UNDERSTANDING KEY INSIGHTS

Before the installation project can begin, the council needs to recognise how, where, and when to install these devices, building this into their schedules, creating programmes of work, and more importantly, understand the data produced by the system.

Aico's Relationship Managers, Tony Teal and Gareth Iveson, both cover the Yorkshire region. Together, they provided North Yorkshire Council with a presentation of the HomeLINK portal and product training in the Council Chambers at the Harrogate Civic Centre. A number of managers and team leaders from across the North Yorkshire region attended to gain in-depth knowledge of the products and technology.

During the training, colleagues were shown the variety of data-driven insights visible on the HomeLINK dashboard, and how to interpret and utilise the data effectively. They were shown how to set up automated alerts and run a variety of reports, in order to support the Council's day-to-day duties. Ongoing support is always available via Aico's Relationship Managers and HomeLINK's Customer Success team.



CREATING SAFER, HEALTHIER HOMES WITH AICO'S ENVIRONMENTAL SENSORS AND HOMELINK TECHNOLOGY

By implementing a strategic combination of Aico's 1000 Series Environmental Sensors, North Yorkshire Council can ensure the health and safety of their residents and properties with a future-proof solution:



Real-Time Data Extraction: Connecting wirelessly to our Ei1000G SmartLINK Gateway, data is extracted and collated directly from Aico's 1000 Series Environmental Sensors.



Actionable Insights: The HomeLINK portal is user-friendly, providing actionable insights that enable preventative measures to be taken, and proactive maintenance to be conducted.



Improved Customer Well-being: With real-time monitoring capabilities, the Environmental Sensors will contribute to improved indoor air quality, helping to create healthier living spaces.



Proactive Property Management: The actionable insights from the HomeLINK Portal will allow North Yorkshire Council to be proactive in problem-solving, leading to efficient resource allocation and cost savings.





THE FUTURE

The next steps for North Yorkshire Council's team of engineers are to continue with the roll out of Aico's products and devices, enabling the expansion of the Council's portfolio on the dashboard. Aico will make themselves available for continued support throughout the installation process and follow this up with regular data reviews.

Data reviews are a key part of the journey and allow for detailed analysis of the data that has been generated. Aico Relationship Managers are on hand to interpret the data with the Council, whilst suggesting ways of managing the remedial processes going forward. This support is vital in the early stages of IOT adoption to help new users of the dashboard become confident in its use and ensure the best ROI.

To find out more about how the Connected Home Solution can help provide safer, healthier and more sustainable homes please visit:
www.aico.co.uk/homelink