



January 2025

# CASE STUDY

A GATEWAY TO HEALTHIER HOMES:  
MELVILLE HOUSING ASSOCIATION'S  
PROACTIVE APPROACH TO DAMP  
AND MOULD



TOGETHER WITH



**Melville Housing**  
Sustainable Thriving Communities

JOURNEY THROUGH A  
GATEWAY PROJECT FROM  
IDEA TO IMPLEMENTATION  
AND BEYOND WITH  
MELVILLE HOUSING  
ASSOCIATION.

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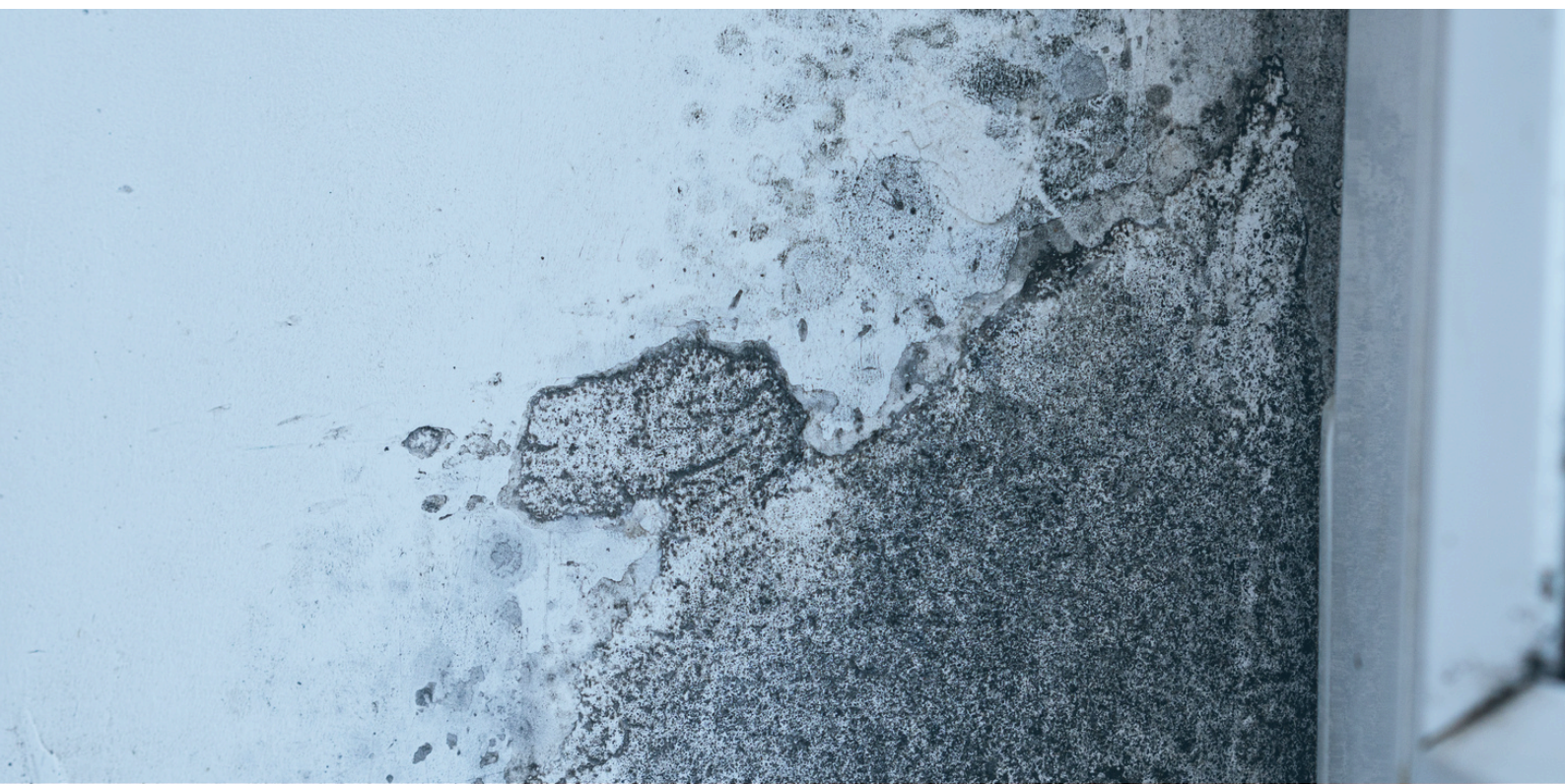
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Registered Social landlords (RSLs) are committed to providing quality, safe, sustainable homes for residents, however the current landscape continues to present many challenges. These include, but are not limited to, regulatory compliance, resident safety, and decarbonisation, as well as disrepair, such as damp and mould.

Simultaneously, RSLs must do more with less; balancing challenges against resources and exploring new ways of doing things, because if they change nothing - nothing will change. Many proactive RSLs thus recognise that part of the solution is to embrace a digital transformation process, letting data inform their decisions and moving from a reactive approach to disrepair to a proactive one.

## A PROACTIVE APPROACH TO DAMP AND MOULD

One such RSL embracing this challenge is Melville Housing Association in Midlothian. Formed in 1995, they are Midlothian's largest RSL, with over 2,000 properties and an ongoing development programme. As a proactive social landlord, they have worked with Aico for over a decade, with Aico providing 95% of their alarms. This has fostered a collaborative environment amongst RSLs in the region and sharing best practice in the face of shared challenges. Tackling damp and mould is a key focus for Melville, (and every RSL in Scotland), as the Scottish Housing Regulator is consulting on proposed changes to the Annual Return on Charter indicators, including damp and mould.





Melville has continued to adopt Aico's Ei1000G SmartLINK Gateway and Environmental Sensors, so that they can leverage data to inform their approach to damp and mould, creating safer home environments. Building upon a 2021 trial with 15 gateways, Melville has extended its deployment of Aico's Connected Home Solution to 50 properties, significantly increasing the data available to inform targeted interventions and improve resident well-being. The proposed changes in the consultation validate the proactive steps Melville have already taken and will continue to take to tackle damp and mould.

## CREATING SAFER HOMES

Aico have supported Melville Housing Association throughout this project, from initial discussions to trials and a broader roll out. Melville have chosen to work with Aico based on their long-standing relationship, built on the experience they have with the reliability of Aico products, and the support we have provided throughout the years. This industry leading reliability and quality was validated in July 2024, when [Aico smoke alarms saved lives](#) during a house fire that occurred within a Melville property.

To tackle damp and mould issues, Melville have adopted Aico's Ei1000G SmartLINK Gateway, which are also linked to the fire and carbon monoxide (CO) alarms that are already sited, consisting of the 3000 Series.

- Aico's Ei3024 Multi-Sensor Fire Alarm is installed across hallways and living rooms.
- The Ei3028 Multi-Sensor Heat and CO Alarm can be located in enclosed kitchens with gas appliances.

They have also installed the Ei1020 & Ei1025 Environmental Sensors, to monitor temperature, humidity and carbon dioxide (CO2). In doing so they are now able to proactively monitor damp and mould risk, whilst also ensuring the fire and CO alarms across the housing stock are safe and compliant to category LD2, exceeding British Standards. To ensure the data they collect is utilised in the best way, Aico have supported the project throughout.

### Environmental Sensors

By integrating environmental sensors into their properties, Melville Housing Association will improve resident well-being by proactively monitoring temperature, humidity, and CO2 levels. This data will help identify and address potential issues like condensation, damp, and mould, ultimately creating healthier and safer homes.



### Ei1000G SmartLINK Gateway

Devices that are connected via radio frequency, such as fire and carbon monoxide alarms, and environmental sensors will transmit data to the gateway. This data will then be converted into actionable insights that are remotely available via the HomeLINK Portal.



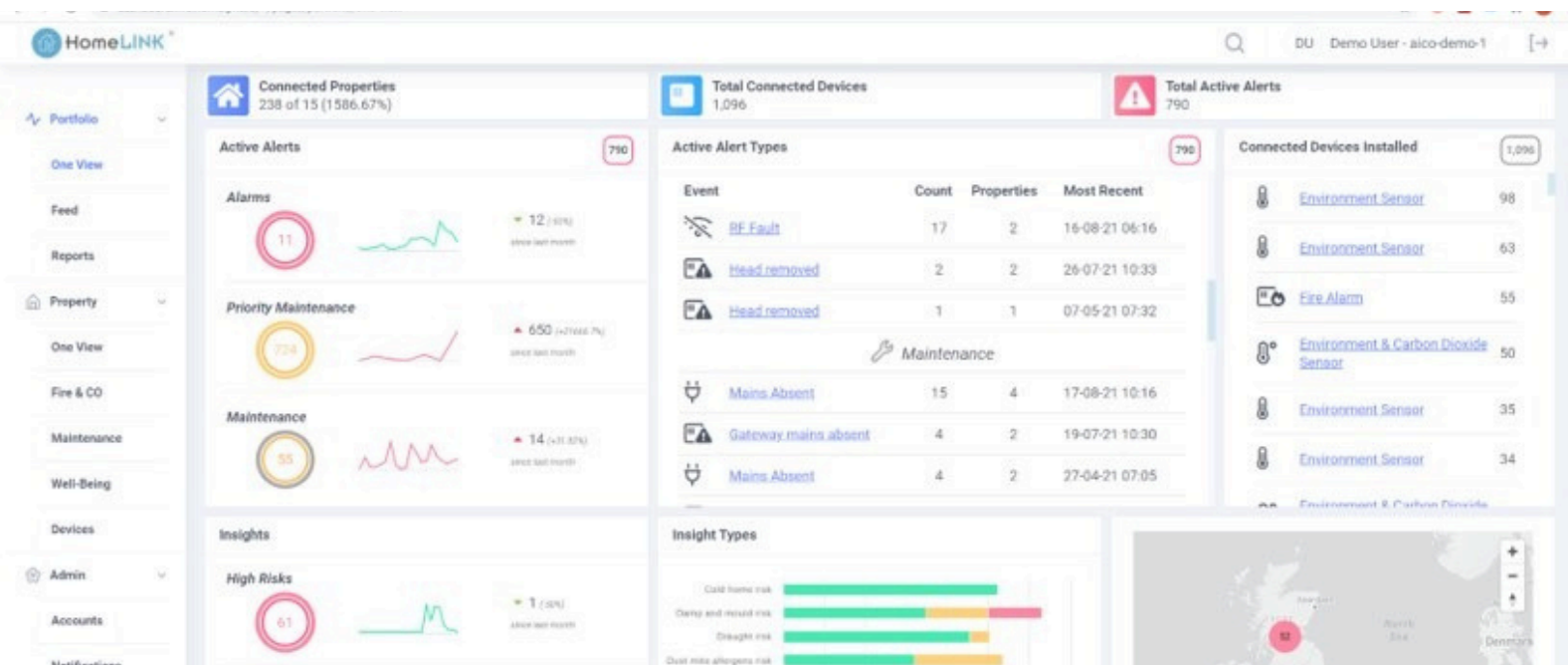
# COLLECTING AND ANALYSING THE DATA

By collecting data from Aico's Environmental Sensors, the Ei1000G SmartLINK Gateway transmits this data to the HomeLINK Portal. The portal then provides valuable insights into key challenges such as:

- Damp and mould risk
- Fuel poverty
- Void risk
- Energy efficiency
- Indoor air quality
- Compliance
- And more

This enables Melville Housing Association to develop proactive strategies to tackle these challenges, and able to identify any potential issues within a property before they escalate through the remote platform. This minimises the need for costly call outs, improves communication with residents, and allows for the effective allocation of resources. By acting on these insights in a timely manner, the housing association can improve the environment of their properties, and in turn, the health and wellbeing of residents. This is particularly prevalent in line with the introduction of Awaab's Law to the Social Housing Regulation Act 2023 which requires landlords to investigate and fix reported health hazards within specified timeframes.

Additionally, the connected fire alarm system allows for the display of data relating to alarm head removals, activations, faults, and tests. Having this data allows landlords to ensure their properties are staying protected and compliant with legislation.





## BUILDING EXPERTISE

Aico's Relationship Manager, Rory Fraser, delivered a variety of Aico's free of charge award-winning CPD training courses to the housing team to further their knowledge of Aico's products, standards and legislation, and best practice in the form of the Healthy Homes and Smart Social Homes modules.

Once Melville decided to go ahead with the installations, they selected Saltire Facilities Management (FM) as their approved contractor for the project. To prepare for the installations, Aico delivered their CPD-accredited Expert Installer training to the installer. Rory then attended the first several installations with the Saltire FMs Electricians to provide onsite support and ensure they were confident fitting the new equipment, which they thoroughly enjoyed and found very beneficial.



This is our first project installing the Aico gateway and environmental sensors. The support from Aico has been fantastic, we received their CPD training at our office prior to installation from our local Relationship Manager, Russell Virtue. Today we have been joined on our initial installations by Rory Fraser, the Relationship Manager for Scotland East who has helped us with onsite training and support. I have found it really interesting to use the SmartLINK installer app, it is very easy to use and straightforward. The entire installation process has been very simple and has been easy to pick up. We really look forward to installing more gateways and environmental sensors in future!

*Ben Murphy, Electrician, Saltire Facilities Management*



## POST INSTALLATION UPDATES

Aico has supported Melville in understanding the data collected by the environmental sensors via the HomeLINK portal, and how to action this data to get ahead of potential issues before they even become issues. This takes the form of regular data review meetings.

These meetings are held online with Aico's dedicated Customer Success Team, who can train and support Melville as they build confidence using this new technology. In addition, Rory also attended many face-to-face meetings with Melville at their office in Dalkeith; to train new members of the team and ensure they can use the dashboard to its greatest potential. This post installation support is crucial, ensuring that they engage with the data and maximise the benefits of using technology.



Working with Aico throughout this project has been highly positive. Aico has helped us choose the right product and shown support rolling out the installation process. By installing this latest technology, we aim to give our residents a safe living environment and ensure the air quality is to a high standard.

*Colin Byers, Property Officer,  
Melville Housing Association*







Aico has also supported the roll out of the HomeLINK Resident App, an easy-to-use tool that enables residents to see the insights captured by the gateway and sensors. This data will empower them to take control of the environmental conditions in their own homes, offering reminders, personalised insights and tips, such as opening windows to improve ventilation or adjusting their heating to optimise energy use. By providing information on the importance of these actions and the potential consequences of inaction, the app equips tenants with the knowledge and awareness necessary to make informed decisions about their living environment.

It is important that the residents are brought along on the journey if the housing association is to achieve an effective solution in managing damp and mould and give them the tools to manage their homes.



I am delighted to have worked in partnership with Melville Housing Association, building on the long-standing relationship they have had with Aico for a number of years. The team at Melville have embraced the technology as they strive to have a proactive approach to maintenance with resident safety at the forefront of their strategy. They have worked in collaboration with other local RSLs to share best practice and learn lessons from each other, which is fantastic to see.

*Rory Fraser, Relationship Manager,  
Aico*



Discover more about Aico's Connected Home Solution and how they can help you tackle damp and mould here: [www.aico.co.uk/homelink](http://www.aico.co.uk/homelink)