



Technology - The Riverside Group

NHMF Webinar 6 November 2023



Map

Satellite



TRG Switcher Distribution

Switchee Data and API

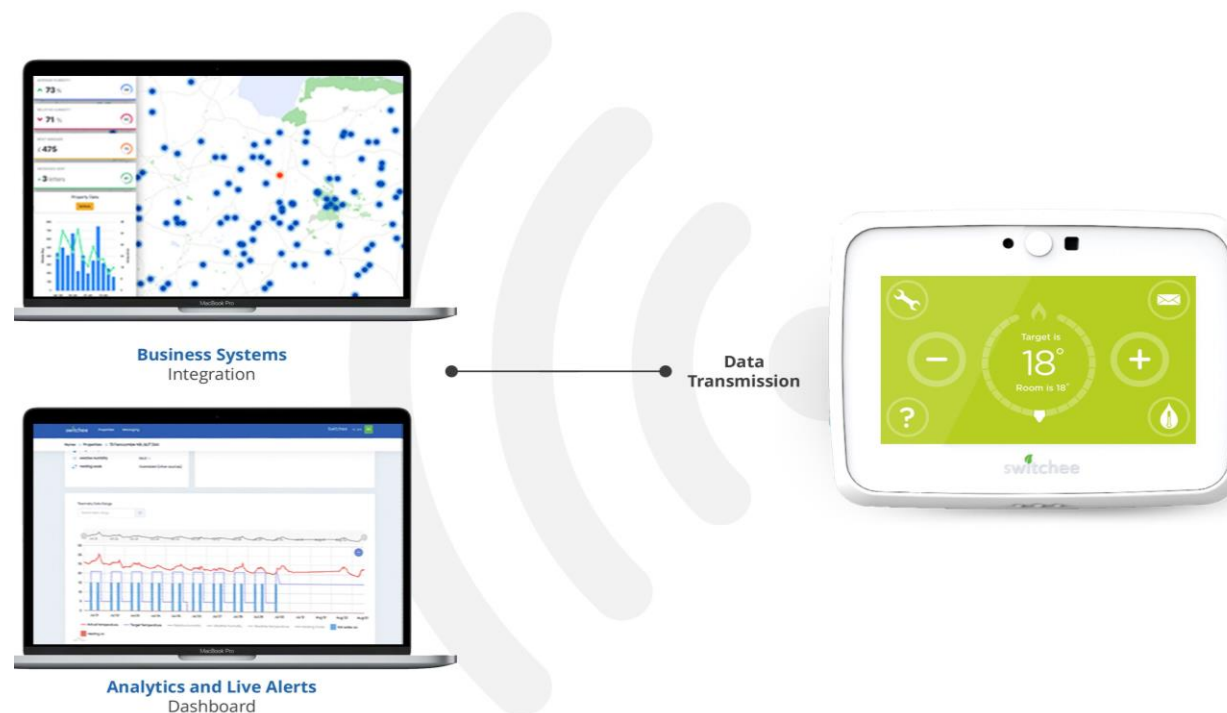


Switchee Data used:

- Temperature
- Humidity
- Heating usage
- Time to Heat

TRGL Systems:

- Tenancy information
- Repairs information
- Property information
- Vulnerability indicators
- EPC Information



Use Cases



UNCOVER
PROBLEMS



DIAGNOSE
PROBLEMS



ASSURANCE &
MONITORING



IDENTIFY DAMP AND
MOULD RISKS



HIGH RISK PROPERTY
MONITORING

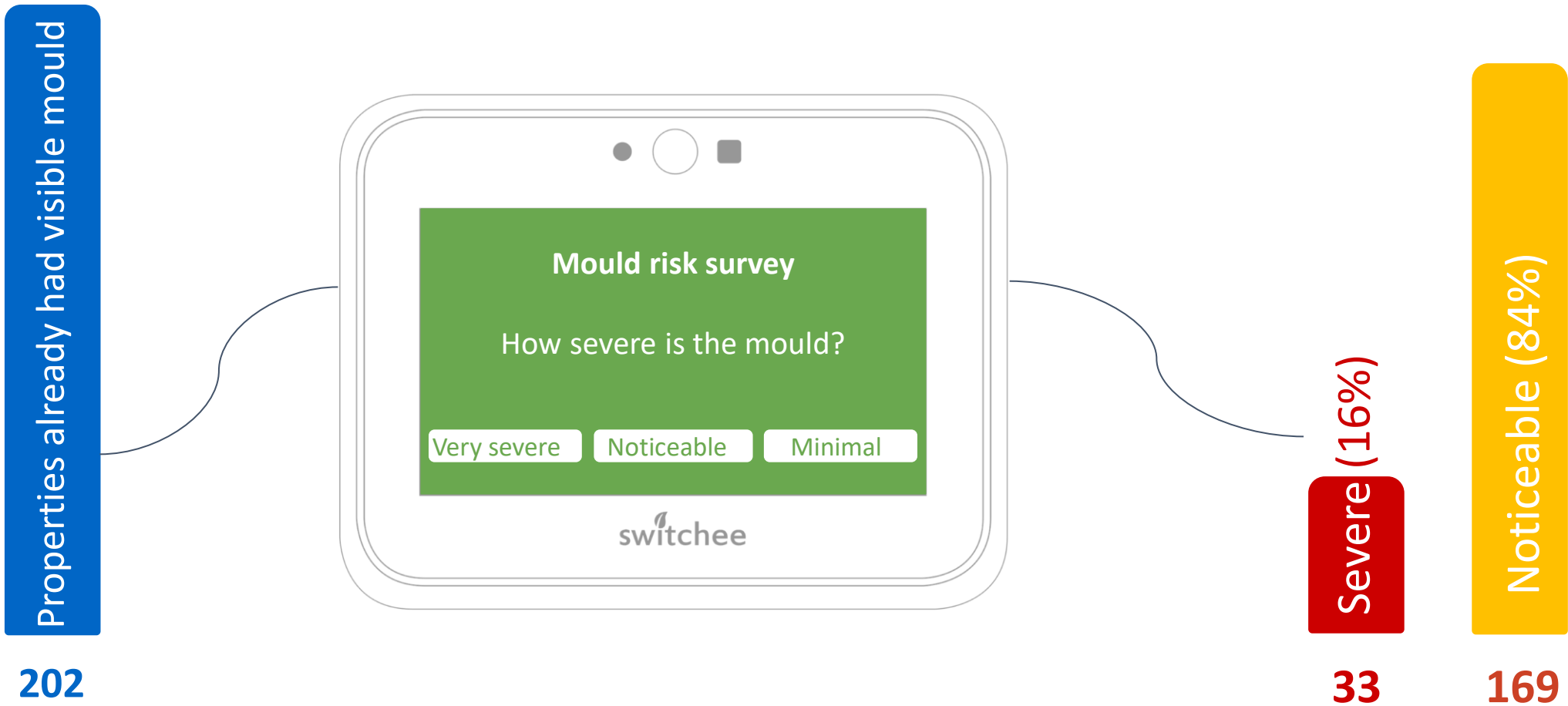


RETROFIT
PROGRAMMES

Damp and mould triaging



Damp and mould triaging



Affordable Warmth Reporting



01

Cross referencing the Switcher Fuel Poverty flag with TRGL payment & arrears data to prioritise tenants most at risk of fuel poverty. 41% of Switcher properties flagging fuel poverty are in rent arrears.

02

Identifying tenants who consecutively use more than 7 hours a day of heating to offer advice on heating usage.

03

Identifying tenants with consecutive days of high or low temperatures to offer advice on heating & cooling.

Affordable Warmth Reporting



AutoSave On | October AFW Report | General - Saved | Search | Stephen Jones

File Home Insert Page Layout Formulas Data Review View Automate Help Power Pivot Table Design

Clipboard: Cut, Copy, Paste, Format Painter | Font: Calibri, 11, Bold, Italic, Underline, Color, Background Color | Alignment: Wrap Text, Merge & Center | Number: Number, Percentage, Currency, Date, Time | Styles: Conditional Formatting, Format as Table, Cell Styles | Cells: Insert, Delete, Format | Editing: AutoSum, Fill, Clear, Sort & Filter, Find & Select | Analysis: Analyze Data | Sensitivity: Sensitivity

Comments | Share

B1: TENANCY_REF

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P |
|----|------------|---------------|-----|----------------|--------------------------|-----------|------------------------------------|---|---|---|---|---|---|---|---|---|
| 1 | PLACE_REF | TENANCY_REF | BA | CREDIT/AREARS | SOURCE_SHEET | Contacted | No_contact-No_Help_Required/Wanted | | | | | | | | | |
| 2 | 8000000352 | 8000000352021 | ### | High Arrears | 65+ EPC <= D | | | | | | | | | | | |
| 3 | 8000000363 | 8000000363022 | ### | Medium Arrears | 65+ EPC <= D | | | | | | | | | | | |
| 4 | 8000001518 | 8000001518003 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 5 | 8000003982 | 8000003982003 | ### | Medium Arrears | 65+ EPC <= D | | | | | | | | | | | |
| 6 | 8000009185 | 8000009185003 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 7 | 8000009196 | 8000009196004 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 8 | 8000011443 | 8000011443002 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 9 | 8000011498 | 8000011498001 | ### | Medium Arrears | 65+ EPC <= D | | | | | | | | | | | |
| 10 | 8000011520 | 8000011520003 | ### | High Arrears | 65+ EPC <= D | | | | | | | | | | | |
| 11 | 8000013871 | 8000013871005 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 12 | 8000018821 | 8000018821001 | ### | High Arrears | 65+ EPC <= D | | | | | | | | | | | |
| 13 | 8000018964 | 8000018964002 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 14 | 8000019041 | 8000019041001 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 15 | 8000024376 | 8000024376013 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 16 | 8000027896 | 8000027896005 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 17 | 8000031339 | 8000031339003 | ### | Medium Arrears | 65+ EPC <= D | | | | | | | | | | | |
| 18 | 8000031394 | 8000031394005 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 19 | 8000031405 | 8000031405003 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 20 | 8000035299 | 8000035299002 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 21 | 8000035486 | 8000035486005 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 22 | 8000035541 | 8000035541006 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 23 | 8000035574 | 8000035574004 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 24 | 8000035827 | 8000035827006 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 25 | 8000040425 | 8000040425003 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 26 | 8000041272 | 8000041272005 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 27 | 8000050028 | 8000050028003 | ### | Medium Arrears | 65+ EPC <= D | | | | | | | | | | | |
| 28 | 8000050083 | 8000050083003 | ### | High Arrears | Electric Storage Heating | | | | | | | | | | | |
| 29 | 8000050149 | 8000050149002 | ### | High Arrears | 65+ EPC <= D | | | | | | | | | | | |

Info | Master Sheet | 65+ EPC <= D | UC-HB Children | Oil-Fuel Heating | Electric Storage Heating | Switchchee Fuel Poverty | Switchchee High Heat Properties | List function ...

Ready | General-General - External | Accessibility: Investigate | Display Settings | 10°C Cloudy | 08:43 | 18/10/2023

Fuel Poverty support

Disengaged resident with high rent arrears and no existing support services



Support Outcomes

- Positive relationship built with Riverside and resident began engaging
- New cooker and fridge
- Helping Hand voucher issued
- Gas back in use following top up
- Trust fund of £2,024 awarded to clear water debt
- Annual water charges reduced
- Energy efficiency advice given
- Bailiffs put on hold
- Referred to CAB and Money Advice teams
- Signposted to domestic violence support schemes



Outcomes



Facilitating proactive inspections for damp and mould.
Tracking the impact of damp and mould repairs works.

Effectively directing small pots of money to properties
and tenants most in need.

Allowing a small team to proactively manage large
amounts of data and prioritise those most at risk.

Looking Ahead



AUTOMATED
MESSAGING



INTEGRATE DATA
INTO SALESFORCE



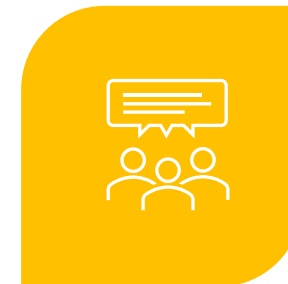
ANALYTICAL REPAIRS
MONITORING



TRAINING
PREDICTIVE MODEL



DEVELOP ENHANCED
REPORTING



CODESIGN CUSTOMER
TAILORED SERVICES