

CURO CASE STUDY 2023

PROJECT OVERVIEW

Curo was exploring smart technology to provide a proactive maintenance plan that would improve their customers' lives and wellbeing. To gain critical data and remotely monitor the heating and environment in homes, Curo used Vericon devices to capture real-time telemetry. Automated alerts and reporting then highlighted any cases of damp and mould, allowing Curo to proactively address the issue.

WHO ARE CURO?

Curo is one of the largest landlords in the Southwest operating across the social and commercial housing market, as well as the care and support sector. Its history dates back to 1999 when the Somer Community Housing Trust was established after the transfer of housing stock from Bath & North East Somerset Council. Later, Shape Housing Association (formerly Bath Self Help) was welcomed, and in 2005, Redland Housing Association was added, bringing an additional 1,400 homes and expanded affordable housing solutions for the community.



...housing associations are heading towards proactive maintenance rather than constantly being reactive...

Luke McCreery

Director of Planned and Commercial Works

- 60 BCM**
A boiler diagnostic device that provides remote automation for landlords, enabling them to address housing stock challenges with real-time data.
- 60 AutoFill**
Intelligent autonomous system filling device.
- 60 MultiDot**
In-property environmental monitoring, measuring temperature and humidity.



WORKING WITH VERICON

"The communication and ongoing partnership working has been vital for us as we continue on the journey at Curo with the use of smart tech. Its always felt with Vericon, that they are invested with what we want to achieve and work with us to try new things ensuring we get the most from the products for our customers."

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So the pilot has clearly been successful in tackling damp and mould long term and helped provide those long-term solutions...

Luke McCreery

Director of Planned and Commercial Works



CONCLUSION

Since the trial ended Curo has purchased an further 210 products from Vericon and this investment will continue over the coming months.

15

BCM

A boiler diagnostic device that provides remote automation for landlords, enabling them to address housing stock challenges with real-time data.

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MultiDots

In-property full environmental monitoring, measuring temperature, humidity.

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EnviroDots

In-property environmental monitoring, measuring temperature, humidity and CO2.

150

Surveyor Cubes

Contains a BCM which has a three pin plug fitted to allow for simple power-up and wireless MultiDots - temperature and humidity sensors.

RESULT

The trial has been a huge success. Curo started on the journey to reduce callouts and failures for their customers through remote monitoring, proactive maintenance, and over-the-phone fixes.

To date, this has saved over 200 engineer visits at an average job cost of £110.

They soon realised that the product would be vital in the management of their damp and mould cases, ensuring they identified the root cause, removing misconception of customer lifestyle, and completing the works to remove the risk of damp and mould for the customer permanently.

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