

CASE STUDY

LOREBURN HOUSING GROUP TRACK DATA IN REAL-TIME WITH NO MANUAL ACCESS REQUIRED



Who is Loreburn Housing Group?

Loreburn Housing Group is a Registered Social Landlord providing more than 2,500 homes across Dumfries and Galloway.

The Challenge

Loreburn Housing relies on supported property tenants allowing access for monthly manual temperature checks and flushing. This is problematic, increasingly so throughout Covid 19 pandemic restrictions, leading to data loss, lack of compliance readings and wasted manpower. Also, increased asset understanding is desired to enable proactive resolution of faults currently going undetected.

The Response

Plexus Innovation installed its GUARDIAN[®] system at a Loreburn Housing supported accommodation site to provide real-time, remote measurement of asset temperatures. Automated weekly compliance reports, based on the parameters required by the compliance team, were generated.

This provided data driven insight, enabling the Loreburn Housing team to make informed decisions regarding water system flushing requirements and highlighted asset faults and critical issues that otherwise wouldn't have been detected. Apart from the initial system install, no further manual access was required.

Training was given to the Loreburn Housing team in how to use the dashboard, configure reports and alerts to suit their specific requirements.

Phase 1 Results

- A saving of 5 days per month in the Loreburn Housing's team administration time
- Detection of numerous asset issues, including some that were incorrectly installed
- Potential scald risks, due to failing TMVs, identified via alerts received

Annual Savings from Phase 2 Portfolio of 26 Facilities

- £17,000 in manual compliance activities, no longer required
- 66 days of administration resource
- Early identification of faulty assets
- Improved team confidence from insight driven decisions

What Next?

Loreburn Housing Group will commence Phase 2 GUARDIAN[®] implementation during May 2022 across a further 26 of their most critical sites.

Murron Bisset, team manager for cyclical compliance

"We have not only saved team manpower, we have also saved money, by not having to have a third party contractor attend our site monthly for flushing. As well as contributing to our Net Zero focus, this allows us to pass savings onto our customers. Excitingly we have just had our first week with zero need to flush!"