



RISE

Retrofit information,
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Switchee: Transforming Social Housing Through Data-Driven Retrofit

Case study

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Summary

Switchee is a technology company transforming social housing by providing landlords with real-time insights into property performance and tenant welfare, through smart thermostats and connected devices. By integrating connectivity, control, and communication, Switchee helps address key challenges in retrofit programs—such as resident engagement, missed appointments, and inefficiencies in heating systems.

The platform enables landlords to monitor environmental conditions, optimise energy use, and communicate directly with tenants, improving access rates and reducing fuel poverty.

As the sector moves toward net zero, Switchee advocates data-led retrofit strategies and policy reforms, aiming to align incentives and deliver measurable value across housing portfolios.

Readers that would like this document in a more accessible format should contact rise@turntown.co.uk.

Introduction

Who is Switchee and how is it different?

Switchee is revolutionising the way large social landlords understand both the performance of their housing assets and the welfare of their tenants. Unlike traditional approaches that treat asset performance and tenant welfare as separate concerns, Switchee recognises that these elements are tightly intertwined. Cost and outcomes go hand in hand, and effective solutions require real-time, in-person data rather than relying solely on desktop models.

Founded a decade ago with the idea of creating a smart thermostat for social housing, Switchee has since developed a suite of technologies that enable landlords to address real-world problems — from energy performance to issues like over- or under-heating, condensation, damp, and mould. Switchee's unique proposition offers landlords three core capabilities:

1. **Connectivity:** Each device contains a SIM card, providing real-time insights into property performance, environmental conditions, and resident behavior.
2. **Control:** Landlords can remotely manage boilers, heat pumps and extractor fans, allowing for proactive maintenance and optimisation.
3. **Communication:** The device features a screen that enables direct messaging, surveys and appointment scheduling with tenants, achieving a remarkable 90% response rate within 24 hours.

Switchee's smart thermostat acts as a hub, using a SIM card and in-home network (Z-Wave) to connect extra sensors and third-party technologies. This approach scales from individual homes to entire networks, providing landlords with a comprehensive view of their assets. H3 headings will appear in the table of contents when the style is used.

Identifying the need: Addressing sector challenges

The key question

Switchchee's journey began with a simple question: how can technology improve outcomes for tenants while delivering efficiency and insights to landlords? Through conversations with social housing providers, it became clear that the system was broken—those responsible for energy efficiency were not the ones paying the bills. Switchchee's B2B2C model aims to bridge this gap, focusing on real-world data and outcomes rather than theoretical models.

Key sector challenges

- **Retrofit Effectiveness:** Successful retrofits require residents who are engaged and willing to make lifestyle changes. In social housing, many residents have never asked for or fully understood retrofit measures, making education and engagement critical.

Switchchee's success with Haig Housing—a charity supporting veterans—highlights the power of tenant engagement in retrofit programs. Initially, Haig had a baseline access rate of just 60%, meaning many appointments for maintenance or retrofit work were missed. By using Switchchee's in-home communication tools—particularly the screen embedded in the smart thermostat—they were able to build trust and improve engagement with residents.

This simple yet effective approach led to a dramatic increase in access rates, rising to 98%. The success was driven by understanding human nature, placing communication in a trusted location, and creating a digital “door to knock on,” which helped reduce missed appointments and improve retrofit outcomes.

- **Resident Engagement:** Often called the “missing piece” in retrofit, resident engagement is essential. Switchchee's technology helps by understanding resident interactions, maintaining communication, and verifying improvements, reducing dropout rates in retrofit programs.



Figure 1: Switchchee, Putting residents first: improving engagement and first-time access.

- **Access and Missed Appointments:** Missed appointments are costly. Switchchee's engagement tools have increased access rates from 60% to 98% in some cases, simply by providing trusted, in-home communication channels.

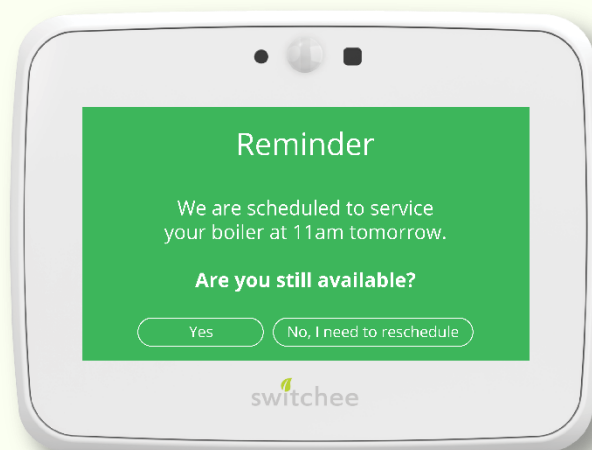


Figure 2: Switchchee, Surveys – bring customer voices into your organisation.

Delivering on wider goals

Retrofit is about more than just improving EPC ratings. Switchchee enables landlords to deliver on broader objectives such as reducing fuel poverty, preventing overheating, ensuring good ventilation, and avoiding mould. Real-time monitoring and analytics provide visibility into asset performance and help landlords make informed decisions about investments and interventions.

Heat Pumps and Decarbonisation

Heat pumps are central to decarbonisation policy, but their success depends on how residents use them. Switchchee provides feedback loops, education, and usage data, helping both landlords and tenants optimize performance. By scheduling heating efficiently, tenants can save over £400 per year on average with a heat pump. In the future, Switchchee envisions social homes participating in energy markets, potentially turning heating into a net gain for residents.

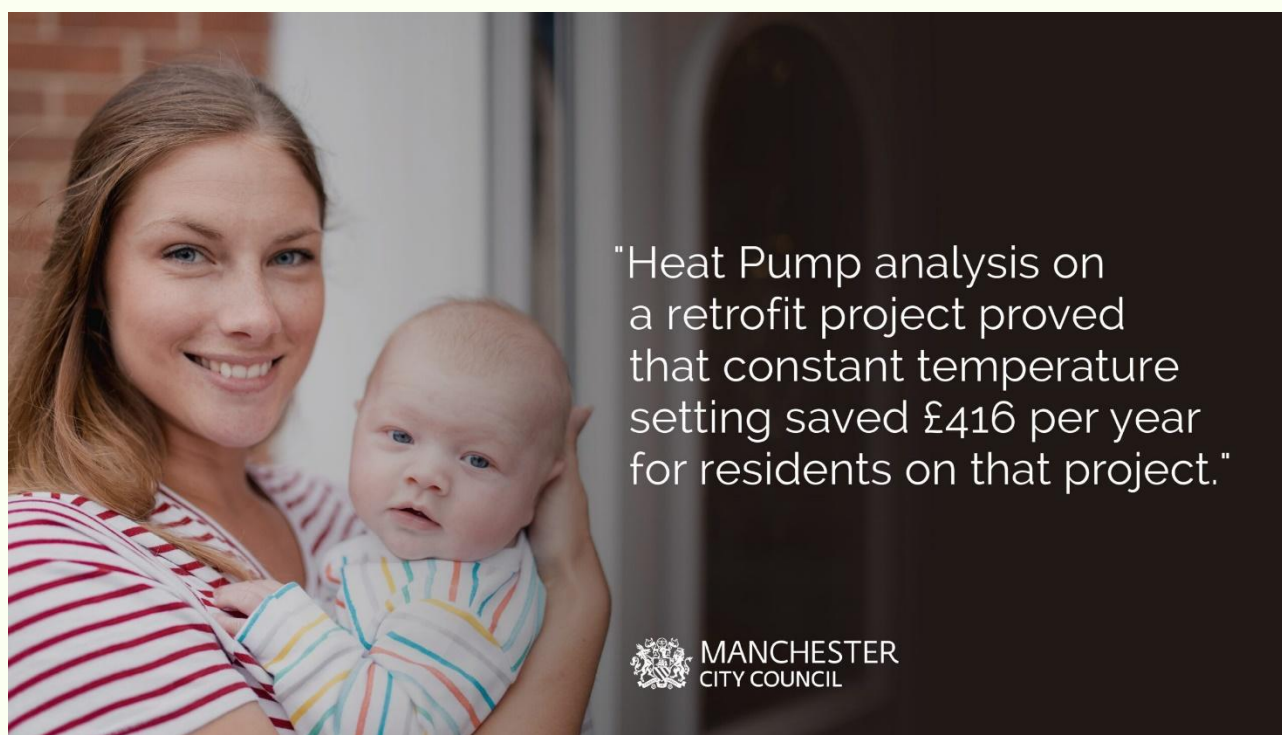


Figure 3: Switchchee, Retrofit funding: Results you can show.

All images have been provided by [Switchchee](#) and can be found via their website.