

Client: whg  
Value: £9 million  
Location: Walsall  
Duration: 2022 - 2032



# Planned maintenance

whg



## Delivering a tailored service

United Living Property Services (ULPS) has commenced on the second year of a 10-year planned maintenance contract with whg. whg oversees around 22,000 homes, primarily located within The Borough of Walsall.

This extensive long-term contract is divided into geographical lots, covering a diverse range of properties, including terraces, bungalows, low-rise and high-rise flats. ULPS is committed to delivering tailored repairs and maintenance services that address the unique needs of whg's properties and customers. The project is divided into two main streams: stream one focuses on internal and component works, while stream two concentrates on external works requiring scaffolding, as well as doors and communal improvements. The majority of these tasks are carried out by ULPS's specialist supply chain, with in-house management and supervision ensuring professional, safe and efficient delivery.

## Reaching net zero carbon targets

Sustainability and future-proofing are central to our approach. Through collaboration with local suppliers and sub-contractors, ULPS enhances the quality and longevity of whg properties. Our efforts support whg's goal of achieving a minimum Energy Performance Certificate (EPC) rating of C for all 22,000 properties.

The scope of works and lead times include internal improvements such as kitchen and bathroom replacements completed within 10 days, boiler installations within two days and electrical rewires within five days. Our commitment to excellence is reflected in an impressive 85% customer satisfaction rating and zero official complaints over the past two years.

## Seamless coordination

Our on-site team maintains constant communication with whg contract managers, staff and suppliers. This ensures that the contract runs smoothly according to the agreed scope and specifications.

Our team is also involved in strategic decision-making, working closely with whg to ensure project alignment with design, timelines, budgets and high standards of quality and health & safety.

## Collaborative approach

Using our fully integrated IT system and customised delivery solutions, we guarantee that both clients and residents receive the highest levels of service. On-site Tenant Liaison Officers (TLOs) are available daily to grow positive relationships, address resident concerns promptly and prevent formal complaints. Despite initial delays in office relocation, our team promptly began property surveys in September 2022, starting boiler replacements and installations on time. This dedication highlights our commitment to delivering high-quality service efficiently.

Over the past two years, our delivery model has shifted from a geographic focus to a work type focus to better meet client needs. We have expanded our service areas to include Cannock, Featherstone and Birmingham, which requires more complex scheduling. The project now follows a 'whole house approach,' where multiple work types are coordinated for each property. During year two, we are concentrating more on internal works, with fewer roofing, windows and doors projects, organising tasks by similarity.

## Creating communities fit for the future

We remain committed to putting people at the heart of what we do, ensuring that our work not only improves homes but also enriches communities.

Beyond project completion, ULPS is dedicated to creating a lasting positive legacy in local communities. Our team has delivered substantial social and economic value through initiatives such as the Community Garden Hub at St. Giles Court,

which involved the refurbishment of the garden to create a social space for residents. Additionally, sourcing local suppliers and employees has enhanced social and economic benefits. Hosting career events for local schoolchildren, with a focus on "Women in Construction," has resulted in work experience opportunities for two attendees at ULPS's local office.

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We are delighted to work with United Living to deliver an extensive and long term planned programme of works. This partnership is key to improving our customers' homes and ensuring all our properties continue to meet the Decent Homes Standard. Together, we are not only enhancing living standards but also supporting local employment and driving forward our commitment to providing safe and decent homes for our customers.

**Paul Baker, Director of Assets, whg**



# Together we achieve more



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For further information on how  
United Living can help please contact:

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