

Wates

Wates

WE'RE SAFER TOGETHER  
ZERO HARM  
Wates  
CREATING TOMORROW TOGETHER

RESIDENTIAL AREAS  
THINK NOISE!  
SWITCH OFF ENGINE  
DO NOT SLAM DOORS  
DO NOT SHOUT  
KEEP NOISE TO A MINIMUM WHEN UNLOADING AND LOADING  
A TGV AREA IS A SAFER AREA

# HEALTHY HOMES.





# HELPING TO PROVIDE HEALTHIER HOMES.

We have been helping social landlords to manage disrepair cases across the UK for over 30 years, dealing with disrepair cases, including damp, mould and other safety issues as part of our responsive repairs offering.

This type of work has been at the forefront of the services we provide but has become especially important in recent years as both government and media attention around these issues has intensified.

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With over 30 years of experience dealing with housing disrepair cases, we are well placed to provide the diverse range of services required to meet the needs of our customers.

At a time when social housing providers are facing the challenge of providing healthy homes to residents under difficult circumstances, we must support our customers in their responsibilities to maintain quality homes.

**DAVID MORGAN**

Executive Managing Director, Wates Property Services





# OUR APPROACH.

Following years of increased scrutiny of disrepair cases and the requirement by Government to understand and report the level of damp and mould within their properties, social landlords are increasingly turning to specialist contractors to help manage their works.

The increase in this type of work led to the creation of our specialist healthy homes service. Our teams can react quickly, remedy defects, provide information to prevent reoccurrence and introduce innovative ways of monitoring properties to ensure issues do not return.

Following the introduction of 'Awaabs Law' and the proposed amendments to the Social Housing (Regulation) Bill, we work with all current and future customers in determining how their properties are affected and provide comprehensive plans on how they can be addressed.





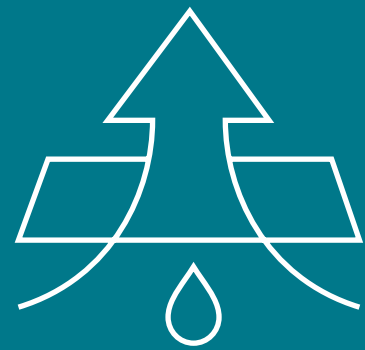
# OUR SERVICES.

Housing disrepair is defined as when the condition of a house or flat has deteriorated or changed negatively in comparison to the state of the property at the time the tenant moved in.

The most common causes of disrepair which we provide solutions for include:



## DAMP



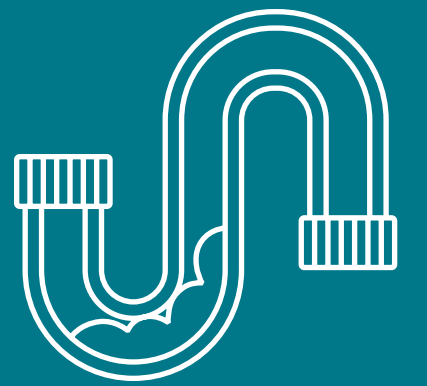
## CONDENSATION MOULD



## PEST INFESTATION



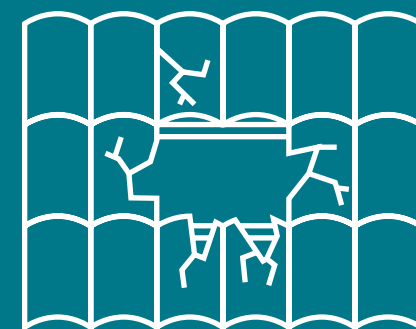
## BLOCKED DRAINS OR GUTTERS



## COLLAPSED CEILINGS



## ROOF PROBLEMS



## ANY OTHER HAZARDS IN THE HOME\*



\* Any other hazards in the home that could affect health as measured by the Housing Health and Safety Rating System (HHSRS)



# OUR PROCUREMENT ROUTES.

We are members of several procurement frameworks, which offer social housing providers quick and compliant routes to identify contractors that can carry out works to create healthy homes.

We work with an extensive network of EU compliant procurement and framework providers including:





# OUR WORK IN PRACTICE.

## CASE STUDY 1 RESPONSIVE REPAIRS

CLIENT  
LAMBETH COUNCIL



The innovation and commitment from the team over the last 6 months has ensured not only high levels of completions for Wates but has led to 'peer competition' with other providers who are now following on.

**ANDY COOK**

Interim Head of Healthy Homes, Lambeth Council

Since April 2021, we have been providing responsive repairs to 16,842 properties owned by Lambeth Borough Council to bring these properties up to the standard required.

In July 2022, we collaborated with the Lambeth Council team to design a disrepair model that would improve the way we identify and manage damp, mould, and disrepair. We named this initiative 'Lambeth Healthy Homes'.

After the tragic death of Awaab Ishak in Rochdale, all disrepair cases are handled with total sensitivity and ensure our residents feel well-informed and supported. This is led by a dedicated customer service lead.

### TO ENSURE COMPLIANCE, WE FOLLOW AN EFFECTIVE FIVE-STEP PROCESS.

**STAGE 1:** Project leads including a dedicated administrator, supervisor, and 10 Wates directly employed operatives to process, manage, and deliver disrepair cases.

**STAGE 2:** Co-locating with Lambeth's disrepair team within the Civic Centre in Brixton to ensure enhanced communication and planning across teams.

**STAGE 3:** Development of a new commercial model that would allow disrepair cases to be rapidly surveyed, priced, and costed with full transparency to Lambeth.

**STAGE 4:** Implement Dynamic Resource Scheduling (DRS), to improve the way we plan delivery of disrepair cases.

**STAGE 5:** Create a 'red list' identifying the highest priority properties.

The success of our efforts was demonstrated in February 2023 when we delivered 20 disrepair cases which were completely self-delivered by our dedicated team of local operatives. Compared to the pre-Healthy Homes figure of five to six cases per month, this is a great achievement by our partnership team. The team is currently on track to deliver 30 disrepair cases per month, a six-fold increase on what was previously being achieved.

In addition, we have maintained a 100% directly employed workforce entirely based within 15 miles of Lambeth.

Our new commercial model has allowed for greater commercial control and performance for the Council and has been praised by their senior management team.

Contract duration

**SIX YEARS**

Number of properties:

**16.8K**

Project value:

**£8.7M**

Per year



# OUR WORK IN PRACTICE.

## CASE STUDY 2 RESPONSIVE REPAIRS, PLANNED MAINTENANCE AND VOID PROPERTY REFURBISHMENT

CLIENT  
CRAWLEY BOROUGH COUNCIL

**Crawley**  
Borough Council



Since July 2020, we have delivered responsive repairs, planned maintenance and void property refurbishment to 4,500 homes owned by Crawley Borough Council (CBC).

We work in collaboration with CBC to ensure disrepair cases are managed in a customer-focused manner. This is enforced by our dedicated Customer Service Manager who ensures residents have full visibility of agreed works and have had their needs considered in the process.

Disrepair cases are overseen by site management under the instruction of CBC Surveyors. Our operatives deliver works with the support of two of our longstanding supply chain partners, DSM and Rightbuild, both of which are local to Crawley with a strong understanding of our processes and procedures. Once agreed works are delivered, they are jointly inspected with CBC's surveyor and the resident prior to handover to ensure entire satisfaction.

This contract works to manage disrepair cases using CBC's 'Systems Thinking' approach, which focuses on the relationship between purpose, measures, and method. This approach is fundamental to the successful delivery of the other workstreams associated with this contract. To date, 100% of disrepair cases have been completed on time.

Our repairs team uses our Impact Response IT system to efficiently schedule and deliver disrepair works. To further improve our services, we are aiming to establish a dedicated damp and mould team with a supervisor and directly employed operatives who will focus on disrepair cases.

Contract duration

**FOUR YEARS**

Number of properties:

**4.5K**

Project value:

**£8M**

Per year



# CONTACTS.

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