

# Maintaining housing people feel proud to call home

A guide to our healthy homes services

Reimagining places  
for people to thrive

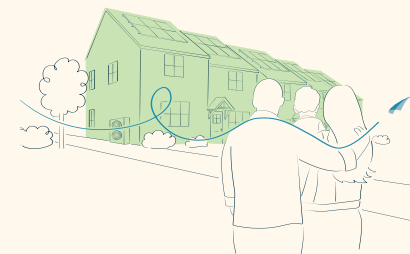




Working as part of the 128-year strong Wates Group, WPS combines deep sector expertise and a purpose-driven approach to deliver maintenance, compliance and energy transition solutions.

From repairs and maintenance, heating and compliance to facilities management – we provide a one-stop-shop for whole property services to create thriving homes and workplaces.

WPS



## WPS at a glance

We look after more than

**600,000**

homes nationally

That's more almost one in seven social homes

WPS is a

**3,000** strong team

of property services experts  
Including PAS 2035 specialists,  
NetZero Collective

**NetZero**  
Collective

And renewables and low carbon  
heating delivered by Liberty

**Liberty**

We typically carry out more than

**500,000**

responsive repairs to support  
thriving homes every year

WPS delivered a total of

**£51** million

worth of social and  
local economic value  
added during 2024  
(recorded under TOMs)...

...And spent a total of

**£41** million

with SMEs in 2024.

Reimagining places for people to thrive



# Specialist solutions

## For healthy, thriving homes

### Helping solve housing challenges for better health

Maintaining almost one in seven social homes nationally, we are working to deliver safe, compliant places that are cheaper to heat and more sustainable for the future.

With The Housing Ombudsman reporting that damp, mould and disrepair account for nearly 50% of complaints in social housing and one in five homes failing to meet the Decent Homes Standard, the introduction of Awaab's Law recognises the urgent need to address the risks associated with damp, mould and disrepair. It presents an opportunity to ensure we can create safe, compliant places – faster.

At WPS, property services aren't just about maintenance and compliance, they're about improving spaces where people and communities can thrive. With decades of experience in dealing with some of the most complex and challenging property problems, we tackle disrepair issues that can have a damaging impact on peoples' lives and tenant satisfaction.



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Guided by our purpose, we deliver innovative, sustainable and customer-centric solutions that enhance lives, support communities and drive long-term progress. We don't just maintain properties. We create environments where people and businesses can flourish, today and for the next generation.

That means a commitment to improving homes of all shapes and sizes, facing any challenge, so we can ensure that they're safe, comfortable and compliant for residents.

We have a dedicated disrepair team and a direct labour workforce delivering damp and mould repairs.

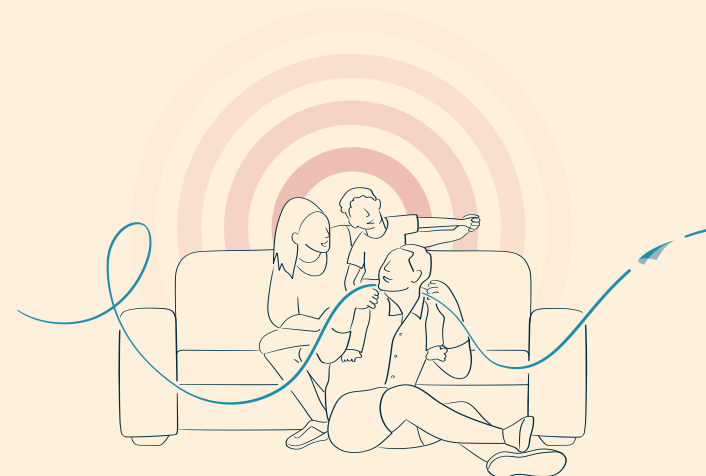
We're proud to act as a strategic partner to housing providers to understand how to best maintain their stock for the longer term, through strategic asset management – delivering the smartest investment and the best outcome for tenants.

**Gary Wilkinson**  
Regional Managing Director - WPS.

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**Gary Wilkinson**  
Regional Managing Director



# Understanding changes to housing maintenance regulations

## A summary of Awaab's Law

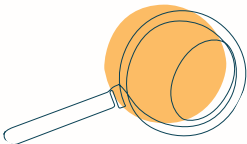
The new regulations — formally titled **the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025**—require social landlords to act swiftly on hazards that pose significant risks to tenants.

### Initially, this includes:

- Damp and mould
- Emergency hazard

### Future phases will include:

1. Excess cold and heat
2. Structural collapse
3. Fire and electrical hazards
4. Falls and hygiene risks



By 2027, nearly all Housing Health and Safety Rating System (HHSRS) hazards will be covered.



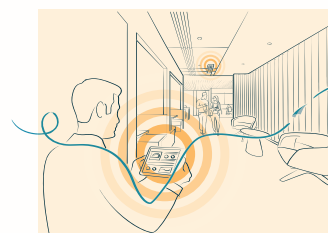
### Further considerations:

- Landlords must consider tenant vulnerabilities (e.g. age, health conditions) when assessing risk
- Landlords cannot dismiss mould as a 'lifestyle issue' without proper investigation
- All updates must be clear, timely, and documented
- Full audit trails must be maintained for at least six years.

# Hazard response timeframes

Social landlords must adhere to strict deadlines for identifying and resolving hazards:

	Phase	Timing
1	<b>Awareness</b> Landlord becomes aware of a potential hazard (e.g. tenant report, inspection)	<b>Day 0</b> The next working day is when the clock starts
2	<b>Triage</b> Is this an emergency? If so, make the property safe (e.g. severe mould, structural risk)	<b>Within 24 hours</b> If not possible, tenant must be moved to safe accommodation
3	<b>Initial investigation</b> For non-emergency cases, investigate the reported damp/mould issue	<b>Within 10 working days</b> Applies to all significant hazards, especially where health is at risk
4	<b>Written summary to tenant</b> Provide written findings and planned actions	<b>Within 3 working days</b> Of completing the investigation. Must be in plain English and accessible
5	<b>Safety works (non-emergency)</b> Complete urgent safety repairs	<b>Within 5 working days</b> of investigation conclusion. Applies if hazard is confirmed but not immediately life-threatening
6	<b>Further works</b> Begin or initiate longer-term repairs	<b>Within 5 working days, or start physically within 12 weeks</b> E.g. structural damp proofing or ventilation upgrades
7	<b>Alternative accommodation</b> Provide safe temporary housing.	<b>Immediately</b> If property cannot be made safe in time. Must be suitable and at the landlord's expense.



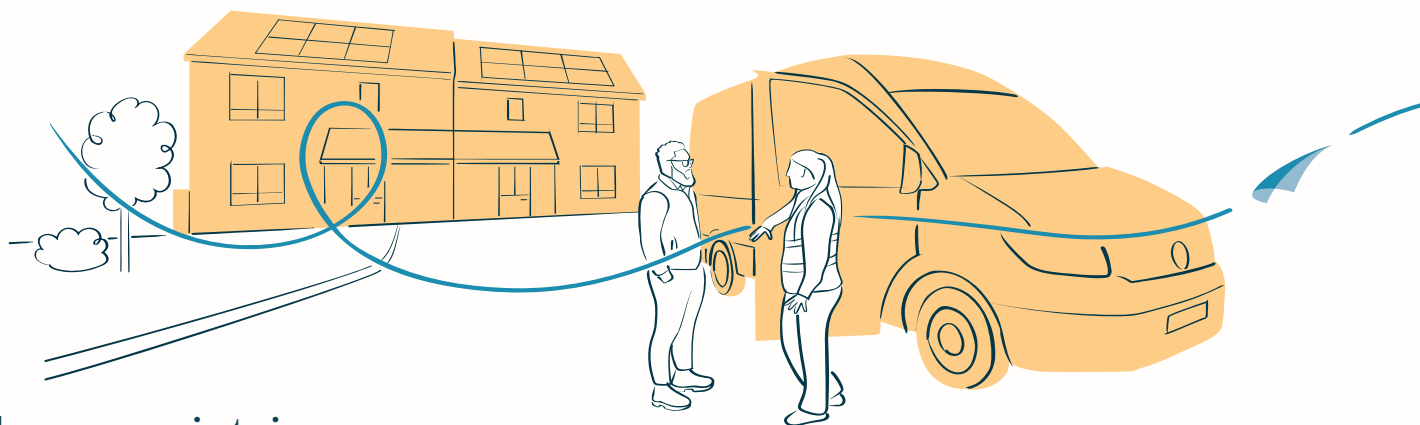
Supporting you to react quickly

**We can deliver a 24-hour damp and mould service, complete with survey.**

# Supporting you to tackle damp, mould and disrepair

## Our services

Our dedicated teams provide a service tailored to your needs, from a specialist emergency repair to a full planned maintenance programme.



## How our disrepair service can help you maintain and manage your housing portfolio

### **Trained and competent staff complete a compliant investigation report and initial mould treatment in the same visit**

We provide operatives and management oversight with certified damp & mould and HHSRS training, confirmed as competent as legally defined. Our staff are not 'surveyors' but 'competent inspectors.'

### **Keep all records**

Our works management system maintains records for up to 6 years against UPRN/ address. It will interface with your IT system to provide access via your own records.

### **Follow on repairs**

Our direct workforce (and specialist supply chain) completes the works with full time-stamped history of resident communication, access, works notes, before, during and after photographs, resident signature at completion and an optional satisfaction survey direct on the operative's mobile device.

### **An integrated IT solution for emergency attendance, routine appointments and property investigations**

Our system will interface with yours and we appoint, attend, complete the investigation report with photographs, all electronic, time-stamped and visible in real-time.

### **Investigation data**

Our interfaced solution provides investigation data to share with residents in an approved format within the 3 day target. Alternatively, our solution has customised forms and email functionality, allowing the investigation report to be issued direct to the resident.

### **React quickly**

We can deliver a 24-hour damp and mould service, complete with survey.



### **What we can help with**



Damp



Condensation mould



Pest infestations



Blocked drains or gutters



Collapsed ceilings



Roof problems



# Supporting you to take a holistic approach to asset management

With increasing compliance obligations and regulatory reform driving process change, there's an opportunity to plan maintenance that meets multiple challenges through individual programmes.

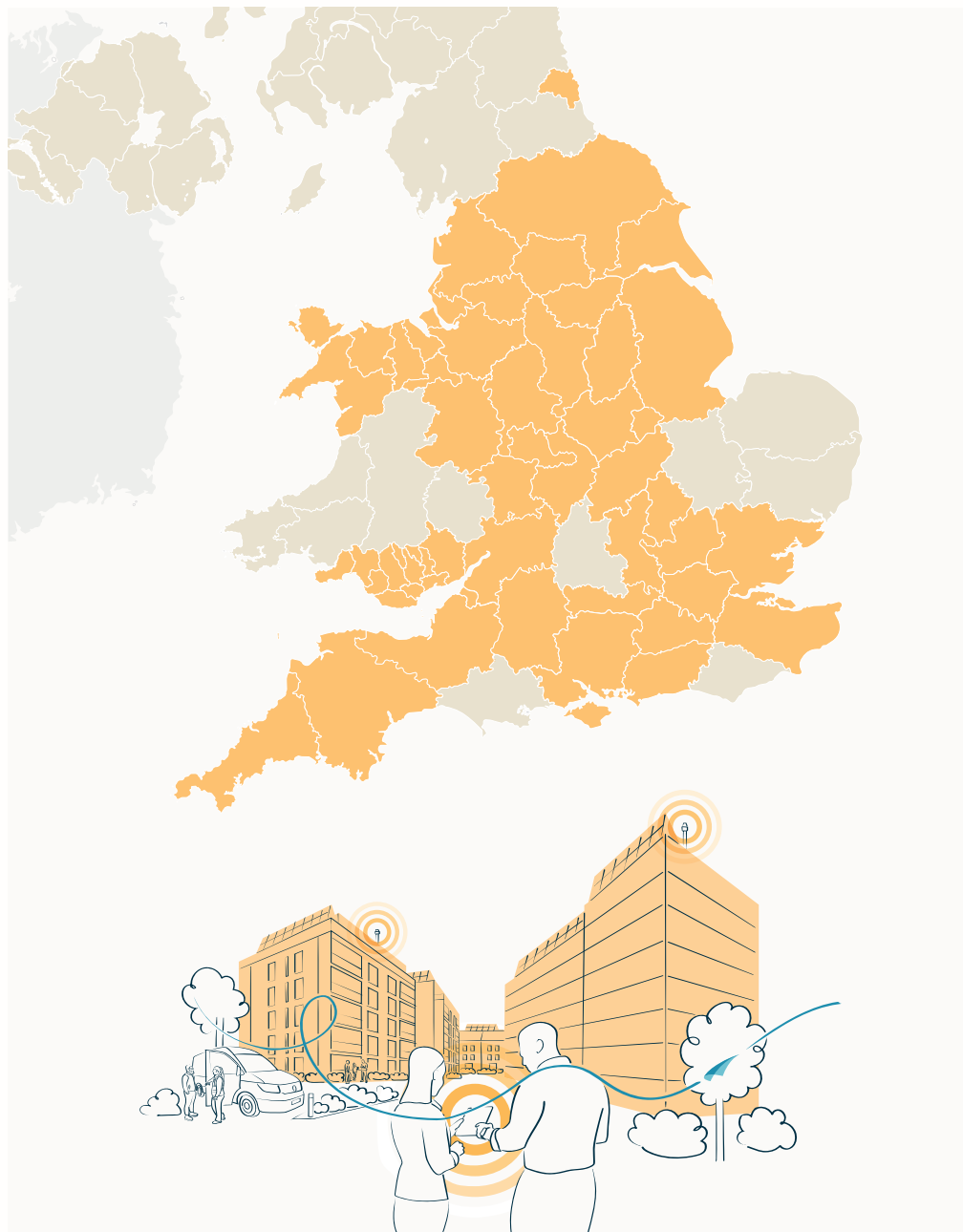
For example, decarbonisation projects that improve energy efficiency and support PAS 2035 compliance can also eradicate damp and mould. With the right ventilation strategy, upgrading fabric measures – such as windows and doors and insulation – increase heat performance. Understanding property data and developing maintenance strategies that prioritise the highest risk properties with the most important compliance issues to tackle can maximise investment and reduce overall housing stock management costs.

Our retrofits experts also adopt smart technology to support data-driven decisions. They use internet of things (IoT)-enabled monitoring sensors integrated into retrofit programmes to improve energy efficiency and health outcomes. Typically these can include temperature and humidity sensors, CO<sub>2</sub> and air quality monitors, plus smart thermostats and plugs.

Our team has deep sector expertise across every discipline and can support you with planned and reactive maintenance, plus decarbonisation work to help you develop strategies that best manage your housing stock for the long term.



# National services delivered with a local approach - where we work



## Healthy homes for Lambeth

We look after more than 23,000 homes and have carried out over 400 disrepair projects in the last year.

The dedicated team at Lambeth has substantially increased the rate of repairs from an average of ten to more than 100 per month, to support a rising standard in housing conditions.

And it's not just the homes we've made a positive impact on. We've supported the wider community with £12,294,174 total investment and £10,948,914 total social value generated over the life of the contract through our spend with local businesses and suppliers, social value activities and support for local community causes.



## A strategic approach to managing disrepair in Crawley

We support Crawley Borough Council in their mission to achieve affordable, quality homes and excellent services for tenants through the delivery of planned and reactive maintenance, plus decarbonisation services.

Looking after more than 4,500 homes in a contract worth £16 million annually, our team manages disrepair cases using CBC's 'Systems Thinking' approach, focusing on the relationship between purpose, measures, and method – fundamental to the successful delivery of 100% of disrepair completed on time.

# Straightforward procurement

We are on several procurement frameworks, offering quick and compliant routes to market to deliver maintenance services and asset management programmes.



WPS

## The benefits include:

Cost and quality certainty

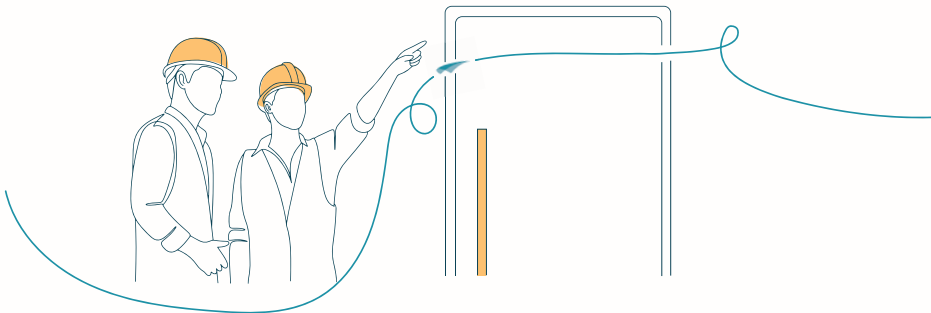
Quick route to market

National coverage across the UK

Direct award option to meet tight project timescales.

Open to all public sector bodies

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





# Get in touch with our experts

If you'd like more information, our experts are on hand to discuss – don't hesitate to get in touch for support.



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