

Client: Bassetlaw District Council
Value: £15 million
Location: Nottinghamshire
Duration: Ongoing



Planned maintenance

Bassetlaw



Working collaboratively to regenerate local communities

Since 2005, we have delivered planned refurbishment works to over 8,000 widely dispersed homes across 40 rural villages (including a concentration of 3,500 homes within Worksop).

By creating places where people want to live, we have improved the quality of life for residents, generating economic benefits and leaving a positive, lasting legacy.

Applying our planned maintenance expertise

Local Authority investment must deliver maximum value for money and the utmost duty of care. While this is true for the buildings, our duty of care also extends to our neighbours; this is why we place residents at the heart of everything we do through our work refurbishing properties.

Our experience managing large housing projects and our ability to innovate in-house enables us to provide the customer with a complete turnkey, end-to-end development service. Working within restricted hours and with adaptations to programmes, our project delivery team navigates many challenges efficiently and professionally.

The project team sources solutions efficiently, liaising with our supply chain partners to bring on board specialist subcontractors, who work with the team to ensure that improvements are made on time and within budget.

Effective resident engagement

Delivering housing maintenance requires meticulous planning, phasing of work and effective project management to ensure minimal disruption to residents while keeping them, the general public, and ourselves safe.

Our project teams make every effort to be considerate to residents and, where possible, adjust the work programme to accommodate specific requirements and individual needs. Activities include open days, working one-to-one with elderly and vulnerable residents and creating respite units for residents to use when required.

Delivering social and economic value

A key priority for our business is to leave a lasting legacy in the areas in which we operate. Working closely with Bassetlaw District Council, we have positively engaged with the broader community, each designed to support and inspire.

These initiatives include work experience and apprenticeship opportunities for local people, designed to give local jobseekers a route into a career in construction. We are also committed to securing as much of our supply chain locally to ensure the community benefits economically.



United Living has been our chosen contract partner for many years now and the very good level of service delivery has been consistent. A strong working relationship has developed over time and the team are professional, helpful, and willing to work with us to ensure the work is completed and delivered to very good standards.

You can trust them to get on with the project delivery and they will always do their best to tackle problems that arise.

Gary Spooner, Decent Homes Manager, Bassetlaw District Council



Together we achieve more



For further information on how
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