

Damp, mould, condensation and legal disrepair



Our experience

We work closely with housing associations and local authorities to deliver maintenance and repairs enabling our partners to provide safe and well-maintained homes for residents.

However, there are times when residents may experience issues with their homes, including damp, mould and condensation (DMC) and other safety issues, and we are well placed to provide the diverse range of services required to meet the needs of our customers.

Our specialist response teams can provide a service tailored to our customers and their residents' needs, from emergency damp and mould remedial works to a planned maintenance programme, while maintaining high standards of quality, safety, and customer service. Our state-of-the-art IT systems ensure we keep meticulous records, ensuring a clear and transparent audit trail, whilst facilitating a golden thread of information from project commencement to completion.



UK Housing context

After the tragic death of Awaab Ishak, the social housing sector is facing increased scrutiny of its DMC record.

The amendment to the Social Housing (Regulation) Bill and the introduction of the 'Awaab's Law' place more onerous requirements on how social housing providers manage and treat damp, mould, and condensation in properties.

To help ensure homes are safe and in good condition, many social housing providers are looking to specialist contractors to create healthy homes for their residents. United Living works with current and future customers to undertake comprehensive investigations and design solutions that keep residents safe and happy in their homes.



Our integrated service solution



Dedicated team, trained & experienced in liaising with residents, environmental health & housing officers



All works are completed by competent supply chain partners, using UKAS accredited products. All works are quality checked by a United Living manager.



Specialising in structural repair, persistent damp & mould, fire & electrical safety, major voids & repair work



Established & proven procedures, including precise root cause identification & value for money whole house surveys



State of the art Totalmobile IT system to record operational safety and data management.



In the past five years we have managed & delivered over 2500 disrepair cases for our clients.

Information & technology

We pride ourselves on using the best available technology and innovative techniques to provide the very best service for our customers.

We partner with Totalmobile, a leading innovator in field service management and mobile workforce software solutions. The partnership enables us to maximise the potential of our mobile workforce, using an intuitive job management solution which gives our teams greater visibility and ability to control complex tasks. Being able to access and control all available data in one place in turn allows for an improved experience for our customers and residents. This solution provides us with the following capabilities:

Internet of things (IOT) sensors

Using sensors that measure moisture, gas and water we can identify issues and automatically create a job to address any problems identified.

Remote assist

Video diagnostic technology enables us to provide support remotely using a live video stream, this can speed up the diagnostic process and improve customer service.

Customer communications

We can provide a portal for residents to access all information and can provide notifications using their preferred channel - portal, emails, SMS or letters.

Real time analytics

This provides us with all the information we need to monitor the service that we are offering in real time, identifying any potential issues quickly and easily.

Lone worker technology

Fully automated warnings based on timers rather than manual input.

The service

Our dedicated response teams and extensive supply chain, can provide a service tailored to your needs. Whether it's emergency repairs, including DMC, or other safety issues.

Early and continuous resident liaison sit front and centre of our approach, with all disrepair cases handled with total sensitivity to ensure people feel wellinformed, supported, and have their needs considered in the process.

DMC Taskforce process



Within 24 hours

emergency repairs will be conducted.



Within 10 day of the initial enquiry

our team will promptly attend and conduct an initial property assessment, including the treatment of any visible mould during the first visit, along with providing a repair schedule.



Within an additional 4 days

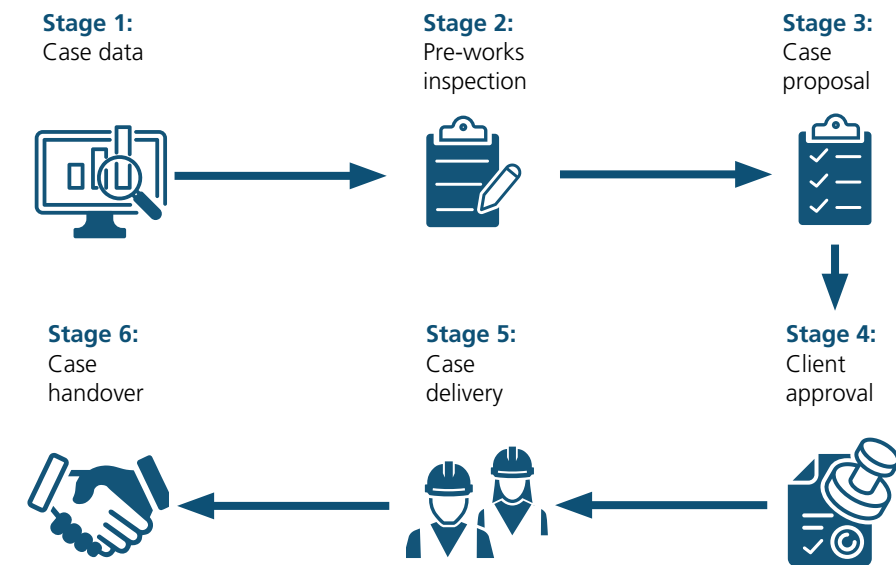
our team will support our clients with approval.

IOT sensors

We can install and provide information on the following:

- IOTSG - Smart monitoring for efficient homes - affordable, focused and effective sensing for real-world housing data (iotsg.co.uk).
- Switchee - Data-driven property insights for housing providers.

Legal disrepair programme delivery process



At every stage of our delivery process, we ensure:

- Quality assurance checks by United Living management.
- No compromise on safe delivery.



Aster Group: DMC Taskforce

We have partnered with Aster Group to deliver DMC surveys starting, in 2023, to advise, detect and report on property problems and ensure the correct remedial response with a clear understanding of root cause and potential resolutions.

The surveys' scope was agreed upon in the mobilisation phase to ensure coverage of the key areas: ventilation, insulation and heating levels.

By focusing on the above in our bespoke report, we have been able to provide Aster with an accurate reflection of how a home is performing and what remedial work is required.

Alongside the DMC survey, we specifically focussed on extractor fans and their suitability to meet Part F of building regulations and any visible mould which requires urgent attention.



Clarion Housing: Major Reactive Works

We have been working in close partnership with Clarion Housing since May 2022 to repair and maintain properties across South London.

Our partnering contract covers a full range of internal and external refurbishment works to housing stock including leaks, DMC rectification, emergency window/door works, roof replacements, demolition and ground works.

The works are overseen by the site management team using our Totalmobile system and delivered with the support of established supply chain partners. Our dedicated planning team ensures residents have full visibility of agreed works and have had their needs considered in the process.



Notting Hill Genesis: Legal Disrepair

Since 2015, we have been providing responsive repairs to properties across London and Essex owned by Notting Hill Genesis, to bring these properties up to the standard required.

Our partnership with Notting Hill Genesis provides a complete range of repairs and maintenance services, including internal planned works, DMC rectification, leak repair, emergency window/door works, roof replacements, demolition and groundwork.

On average, we carry out up to 40 disrepair cases a month. Managed through our Totalmobile system, it communicates live operational and commercial information needed to complete repairs right 'first time' and on time to ensure minimal disruption to customers at all times.

Accreditations



United Living is an early adopter & registered signatory.

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.





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

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