

Client: L&Q
Value: £20-30 million per annum
Location: Essex & NE London
Completion: 15 year contract



Regeneration: long-term partnership

L&Q



Long-term partnership

United Living Property Services (ULPS) has commenced the second year of a 15-year contract with L&Q. This long-term partnership, which covers Northeast London and Essex stems from the successful completion of a pilot scheme in 2023.

The contract has been divided into four clearly identifiable programmes: internals, externals, mechanical and electrical, and retrofit. As the scheme progresses, we are committed to strengthening our existing relationship with L&Q, with the ultimate aim of enhancing benefits for residents, who remain our primary focus. Last year, our teams successfully completed work on 900-1000 properties across Essex and Northeast London, meeting both time and budget constraints.

In-house decarbonisation

Over the last two years, we have completed a range of energy improvement works, including loft insulation, electrical upgrades, external wall insulation (EWI) and internal wall insulation (IWI). Additionally, the scope of works includes window and roof upgrades, as well as more technical projects such as heat source pump installations.

By reducing energy consumption and lowering carbon emissions, these initiatives contribute to a healthier planet. Our team is upgrading homes to achieve a minimum EPC rating of B and C, ensuring reduced energy bills and increased comfort for residents, thereby making homes warmer in winter and cooler in summer.

Utilising digital technology

To streamline administrative tasks and cut down on costs, our team has introduced an automated letter dispatching system, seamlessly linked with our in-field service management and mobile workforce software solution, Totalmobile.

This technological integration provides us with the capability to optimise the efficiency of our mobile workforce, through an intuitive job management platform, giving our teams enhanced visibility and control over intricate tasks. This ensures we maintain our high service standards within designated timeframes.

A positive social impact

People are at the heart of what we do, and we aim to create a lasting positive legacy in the communities in which we operate. We strive to deliver social and local economic value, improving lives in the process.

One of the primary ways we secure comprehensive social and economic benefits for the community is by sourcing local suppliers and hiring local employees. Our regular meetings with L&Q have enabled us to establish meaningful connections with residents, while our

charitable donations to local food banks and our volunteering efforts further demonstrate our commitment to the local community. We believe that by investing in these initiatives, we not only support the community but also create a sense of shared growth and mutual benefit.

Collaborative partnership

Our on-site team collaborates seamlessly with L&Q and a carefully managed local supply chain network that has effectively worked on previous successful projects. Equipped with this experience, we are well-prepared to address challenges as they arise, consistently devising optimal solutions to ensure project delivery while maintaining high standards.



We are delighted to be partnered with United Living Property Services (ULPS) in the second year of a 15-year contract. Their innovative use of technology and focus on creating social value has consistently delivered improvements to our residents homes alongside a lasting positive legacy in their wider communities. We look forward to many more years of this successful partnership.

Colin Denwood, Head of Delivery, L&Q



Together we achieve more



For further information on how
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