

United Living Secures £40 Million Contract with London Borough of Harrow

1 year ago



United Living Property Services (ULPS), a subsidiary of United Living Group, has been awarded an eight-year, £40 million contract by the London Borough of Harrow. The contract encompasses property repairs and maintenance services for approximately 5,000 properties across the borough.

Under the agreement, ULPS will deliver day-to-day responsive repairs, void property repairs, and planned maintenance services. Residents will benefit from enhanced communication channels through the London Borough of Harrow's online housing account, which allows them to book and track repairs, access tenancy information, and provide feedback.

John Farrell, Managing Director, United Living Property Services, commented: "We are pleased to announce this project working in partnership with the London Borough of Harrow to provide essential repair and maintenance services to properties and ensure a clean, safe environment for residents across the community.

"The new online portal will enable the London Borough of Harrow and United Living to effectively communicate and engage with tenants regularly to ensure we capture their feedback and act quickly to respond to any evolving needs."

Councillor Mina Parmar, Portfolio Holder for Housing, London Borough of Harrow said: "Everyone has the right to feel safe and at ease in their homes. When it comes to repair issues, we want to make sure these are dealt with and resolved in a timely manner.

"That's why we've joined forces with United Living. Our new partnership will enhance the service we provide by making it easier and quicker for our housing tenants to report repairs. They will help us capture

repairs in advance, and work to finish repairs quickly so that tenants can get back to enjoying their homes.

“We’re looking forward to working with our new partners to deliver a high-quality service and continue putting our residents first.”