

Liberty mobilises trio of major contracts with ForHousing

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Property services business [Liberty](#) has secured three significant contracts with ForHousing, delivering a total asset management solution for the housing association to further improve services to tenants.

The awards are the first major contracts secured by Liberty since its move into WPS, the property services arm of Wates Group, in October 2024.

The trio of contracts, which have the potential to continue up to 10 years, cover commercial gas, domestic heating, and repairs and maintenance services.

The largest of the three, the repairs and maintenance contract, was awarded via the Procurement for Housing framework. The contract began in October 2024, with services being delivered by Liberty under the Wates brand.

The business will carry out services including responsive repairs, voids, disrepair services, and damp and mould treatment for over 18,000 homes across ForHousing's neighbourhoods.

In line with this tenant-first approach, the partnership is working closely with the ForHousing Repairs and Maintenance Service Excellence Group, made up of tenants who influence and shape the service.

This collaboration helps ensure that improvements are directly informed by the voices of those who use the service every day and includes a focus on company culture, customer service, and innovation - to ensure the contracts reflect the needs and expectations of tenants.

A second contract, to deliver domestic heating servicing and repairs with installations, was awarded

through the Fusion21 framework.

Starting back in September 2024, this contract will be delivered under the Liberty brand and will ensure safe, warm homes for ForHousing's tenants by covering routine servicing and responsive repairs and installations for heating systems.

The third contract, also secured through the Fusion21 framework, will see Liberty deliver essential commercial gas servicing and repair works across ForHousing's estate. This contract began in April 2025.

Martyn Hague, Executive Director of Customer at ForHousing, said:

"Ensuring that our tenants feel safe and secure in their homes is central to everything we do. By working with Liberty across multiple service areas, this joined-up approach helps us to respond faster to tenant needs and expectations and deliver better outcomes.

"These contracts are a key part of our long-term strategy to invest in homes, services, and communities. With Liberty as our delivery partner, we can continue to deliver high standards of service and increase tenant satisfaction while providing well-maintained homes that feel safe and secure."

As part of the contracts, Liberty will also deliver social value commitments, supporting local employment, creating apprenticeship opportunities, and contributing to community initiatives across the region.

Steve Jackson, Managing Director of Liberty, said:

"Securing these contracts is an important step for Liberty and marks a new chapter in our partnership with ForHousing. We recognise the responsibility that comes with delivering services that have a real impact on people's day-to-day lives.

"We're committed to working closely with ForHousing, listening to their tenants, and continually improving the way we deliver services - whether that's carrying out a repair, tackling damp and mould, or keeping homes warm and safe. By taking a joined-up approach, we can deliver more consistent, efficient, and responsive services.

"This is a long-term partnership and we're determined to make a positive difference, not only by delivering the core services well, but by creating wider social value and employment opportunities in the communities we're working in."

Liberty offers the full range of property services, and its teams are experts in reactive and planned maintenance across all technical disciplines, refurbishments, mechanical and electrical projects, construction, and decarbonisation projects.

For more information, visit: liberty-group.co.uk/