

## Stop Press

At last Friday's Inside Housing Sustainable Housing Awards, United House was delighted to pick up the Sustainable Social Housing Refurbishment Project of the Year Award with Bailey Garner and Notting Hill Housing Trust for its Notting Hill Low Carbon Initiative.



The project involved retrofitting an [exemplar property](#) to research and demonstrate robust ways of improving the overall sustainability of the stock and to reduce energy usage. A pilot programme was then established to trial individual eco measures in void or occupied properties.

The overriding aim was to inform NHHT's asset management strategy and to enable early implementation across wider general housing stock.

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## United House Appointed to LDA Framework



After a rigorous selection process, United House has been appointed as one of 12 suppliers to deliver the LDA RE:NEW Programme across the capital. The scheme is a key element in the Mayor's drive to make London a leading energy efficient, low carbon capital.

The programme is a framework from which any housing provider can procure eco-retrofit works to properties in and around London. The partnership between the LDA, GLA, London Councils and the Energy Saving Trust is providing

the initial funding, while the main delivery route will be through individual contracts with the boroughs.

It will offer residents a range of free-of-charge, easy-to-do measures, from changing to low-energy light bulbs to installing stand-by switches and providing water and energy-saving advice. The aim is that more substantial steps, such as loft and wall insulation, will also be delivered through the framework once these quick wins have been delivered.

All of this will be undertaken against specific carbon reduction targets which will allow access to the various funding streams currently available.

[Click here](#) to view full details of the Mayor's 'Delivering London's energy future' strategy.

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# Low-Carbon Retrofitting News

Whilst Government legislation for reductions in carbon emissions from existing homes and sweeping cuts in public spending present a unique challenge for housing providers, United House is at the forefront of sustainable construction and has developed an affordable approach to low-carbon retrofitting.

With a range of technologies to suit different property types, a new advertising campaign in the social housing press has been designed to draw attention to our pioneering expertise in this area.

For instance, our unique Value Carbon evaluation identifies the most cost effective way to save energy and the WHISCERS® process for internal wall insulation of hard-to-treat solid walled properties enables work to be carried out without residents having to move out – saving housing providers thousands of pounds in accommodation bills.

If you would like to know more about our affordable low-carbon retrofitting expertise, please email [info@unitedhouse.net](mailto:info@unitedhouse.net)



## LOW-CARBON RETROFITTING THAT IMPROVES VICTORIAN HOMES SO MUCH, THEIR ORIGINAL OWNERS WOULDN'T RECOGNISE THEM.



United House - experts in low-carbon retrofitting.  
For more information see [www.unitedhouse.net](http://www.unitedhouse.net), email [info@unitedhouse.net](mailto:info@unitedhouse.net) or call our Retrofit Team on 01322 665522



## Top Track Success



United House has entered the Top Track 250 league table of Britain's leading mid-market private companies with the biggest sales. Published in The Sunday Times on 17 October, United House is listed at # 178 based on a turnover of £182.6m in 2009. To access the full table please [click here](#).

## Kent Based Retirement Home Officially Opened

In October 2009, United House completed the £6.9 million Joseph Hadlum Court care home for older people in Ashford, Kent, for housing provider Housing 21.

The official opening took place on 30 September and was attended by staff from United House, Kent County Council, Ashford Borough Council, Mayor Allen Wells and Mercy Milburn. Mrs Milburn is the sister of Pte. Joseph Hadlum, a local 18

year old who was killed in action during the Second World War. Her grandson wrote to Housing 21 requesting the development was named after his Great Uncle. After receiving the request via Housing 21, United House arranged for the change of name.

The contract involved building a 36 extra care unit retirement home which also houses a restaurant, bar, gymnasium, hairdresser, shop and internet area allowing the residents to still live independently but have care staff on hand if needed.



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## Refurbishment Works for Thrive Homes

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United House has been working with Thrive Homes since 2008 carrying out Decent Homes improvements across the district.

The £20 million contract has so far comprised 2,156 kitchen installations, 1,323 full bathroom installations, 606 boiler upgrades, 626 showers and all properties on the programme have had an electrical upgrade. Works have recently started in elderly persons dwellings and sheltered schemes across the area.

Since 2008, we have been involved in many community development projects for local residents including: donating to several local

clubs/groups, putting up Christmas trees and donating toys to the local children's hospital, family fun days and donating a shed to a recent community garden project.

To celebrate the major milestone in completing the internal works, United House and Thrive Homes are planning to leave a legacy; ideas for this are currently being discussed with the local community.

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## Resident Liaison Officer NVQs

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In 2009 United House became the first contractor to introduce NVQs in Housing for its Resident Liaison Officers. So far, 14 staff have successfully completed the qualification and a further six staff have recently embarked on the course.

To support future NVQs two further members of staff are training as A1 Assessors, which means United House will have internal NVQ assessors to support our training programmes.

The housing qualification continues to demonstrate our commitment to our clients and acknowledges our staff for the value they can bring to such projects.

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## Corporate Social Responsibility: Barnet Fun

# Day



On Saturday 25 September, a fun day was held at Granville Road in Barnet for local residents having refurbishment works carried out in their properties. Residents had the chance to meet staff from United House, Apollo, Barnet Homes and Pellings and to discuss the works and view a fully refurbished show flat.

Site staff manned a stall to discuss the heating, window and external upgrades which are due to start later this year and United House provided a bouncy castle and handed out promo items. Ramsay Hood, Operational Asset Manager for Barnet Homes, said "Thanks to United House for helping out, sponsoring and attending the Granville Road fun day. United House are always there at these events, willing to attend and

assist."

## Supporting Construction Students

United House was very pleased to host 20 students, who are studying a Diploma in Construction and the Built Environment, at our Queensbridge Quarter site in Hackney on 13 October.

The purpose of the visit was to enhance the students' understanding of construction methods, techniques and equipment used at different construction stages.

Prior to this United House staff visited Queensbridge Primary School to support 'Work Week', an initiative organised by Inspire - Hackney's Education Business Partnership.



Hannah Groves, Programme Officer for Inspire said "Thanks so much for visiting Queensbridge Primary as part of their Work Week. I thought the session was fantastic and the children seemed to have a brilliant time. Thank you too for the donation of the hard hats and high-vis jackets - this was very generous and gratefully received by the class teacher. Our programme wouldn't be the success that it is without the support of volunteers such as United House".

In addition United House also has a Health & Safety workshop planned for 24 November at Parkwood Primary School in Hackney.

## The Lord Mayor's Show

"Little pig, little pig, let me come in!" The tale of the Three Little Pigs and their houses of straw, sticks and bricks is the theme chosen for three spectacular floats by housing specialist United House, Broadway, a London based homelessness charity, and the City of London, in this year's

Lord Mayor's Show.

The famous children's fairy tale has been chosen to highlight the three organisations' work to help homeless people on their journey from street to home, in the annual parade through the streets of the City of London on Saturday 13 November. 70 employees and their families and volunteers from Broadway, the City of London and United House will be taking part.

Both the City of London and United House support the work of Broadway, who last year helped around 4,000 people in London to leave the street and find a home.

The processions sets off at 1pm on the return journey along Victoria Embankment to Mansion House, where the newly sworn-in Lord Mayor arrives to be greeted by the City Aldermen and Livery Company Masters in their colourful gowns. The day culminates in a fireworks display between Waterloo and Blackfriars Bridges on the Thames from 5pm.



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## What the papers are saying

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[Donmar's director factory](#) (Evening Standard, 28 Sept 2010)

[No tenant? What about the homeless?](#) (Independent on Sunday, 17 Oct 2010)

[Real Lettings: a housing solution with a genuine difference](#) (Guardian, 17 Oct 2010)

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