

Case Study

Client

Southway Housing Trust

Sector

Social Housing

Services

Asbestos inspections and surveys (including asbestos in soils)

Legionella Risk Assessments

Water Hygiene Monitoring

BOHS P900's Training

Water Management Plan + Policy



Project Overview

Southway Housing Trust owns and manages almost 6,000 homes, providing services to tenants, residents, the environment and wider community of South Manchester and beyond. Their vision is to work in partnership with others to make South Manchester a place that people are proud of – a safe place where people choose to live, work and play.

Due to a rapid expansion of Southway Housing Trusts housing portfolio, AEC were approached to provide the housing association with an experienced risk assessment team who understood social housing procedures and compliance challenges in this sector. Compliance advice was provided through the AEC project management team, headed by the Water Services Manager.

AEC's Approach

At the beginning of the programme, AEC undertook Legionella risk assessments across the full housing and commercial stock. The senior water team worked collaboratively with Southway Housing Trust's facilities maintenance team to develop a specification of works to manage compliance across the large property portfolio.

Continuity of service was AEC's main approach whilst working with the housing trust. This was executed by deploying the same staff to work on Southway Housing Trust sites which demonstrated project efficiency and reactive members of the AEC water hygiene team were available around the clock to provide technical support when needed meaning any could be quickly escalated up to the responsible duty holder.

Upon the completion of each schedule of works, the water hygiene team guided the client through the remedial actions to create a programme of actions to be implemented at the properties. AEC also facilitated periodic water focussed meetings with key stakeholders to manage compliance on a regular basis.

As part of the water management control programme, AEC water technicians provided:

- Legionella Risk Assessments
- Monthly temperature monitoring across the portfolio of properties
- TMV Servicing to all residential and commercial properties
- Shower head descaling and cleaning
- Cold water storage tank cleaning and disinfection

The trust managed all of their water compliance in AEC's online portal which allowed them to securely access all reports, data, and monitoring remedial works at any time of the day.

Due to the quality and high standard of completed works, AEC's has developed a strong relationship with the trust. Past audits across the property portfolio have stated that the trust achieve 'high levels of compliance across their water hygiene processes.'

Testimonial

“AEC have been fantastically supportive to myself and my colleagues in ensuring that we are fully compliant in terms of water safety. They have a dedicated team who are always happy to help and eager to make sure we achieve peace of mind amongst colleagues, stakeholders and customers. They are flexible, highly knowledgeable and are always available when expertise is needed.”

Anwen Williams, Facilities Management Officer

Contact

If you would like to discuss compliance within your properties, please contact our team



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