

# Whole house void repairs



# Providing a tailored service

Homelessness and the rising costs of temporary accommodation are placing significant strain on Local Authorities and Housing Associations. United Infrastructure offers a comprehensive, end-to-end solution for void properties, aimed at expediting turnaround times and reducing costs for our clients. Our teams handle the entire process in-house, providing a one-stop service that ensures properties are swiftly brought up to standard, resulting in quicker occupancy.

Managing vacant properties can be a complex and challenging task. Ensuring these unoccupied properties are maintained, secured and ready for new occupants requires expertise and efficiency. UI, specialises in handling both minor and major voids, offering comprehensive services tailored to meet the needs of the social housing sector.

**Major void:** Any vacant property that requires the replacement of major components such as the kitchen, bathroom, windows or heating system, or major works from gas safety checks, asbestos work and energy upgrades to structural, roofing, and external repairs.

**Minor void:** Any vacant property that does not require the replacement of major components.

## Preparing for future needs

Our void properties service aims to minimise the cost burden associated with empty homes for local authorities and housing associations. Our in-house team secures, surveys, repairs, and improves vacant properties across the country, ensuring they become homes once again.

The scope of work varies from contract to contract and depends on individual client requirements. That's why we work closely with our clients to understand their specific requirements for transforming vacant homes into habitable spaces as quickly as possible. Our teams can deliver the full range of void services, from a simple refresh to a fully furnished service, ensuring that properties for are ready for immediate letting.

More than **1,300 void properties** have been delivered in the last 12 months.



# Case study: Wolverhampton Homes

Average order value: £33K

UI recognises that managing major void properties entails more than basic maintenance, it demands a comprehensive approach that addresses all property aspects. Through our collaboration with Wolverhampton Homes we have successfully refurbished 400 void properties during 2023/24, complete with brand-new kitchens and bathrooms.

When properties become vacant, they require specialised attention to restore them to a condition that meets market standards and regulatory compliance. Our experienced team is equipped to manage the extensive refurbishment and

maintenance requirements of these properties, ensuring they are prepared for new tenants. The scope of delivery is extensive, covering everything from full re-plastering, new staircases, kitchens and bathrooms to rewiring, central heating, structural repairs, re-roofing, large garden clearances and landscaping. Our dedicated delivery teams are divided into pre-construction, construction and post-construction departments, ensuring every detail is addressed throughout the process. This creates a robust quality assurance environment aimed at delivering a 'snag-free' product to the client in the shortest possible key-to-key time.



# Together we achieve more



---

For further information on how  
United Infrastructure can help please contact:

**Lucy Hollis**

Head of Business Development

**T: 07388 944 892**

**E: [lucy.hollis@unitedinfrastructure.com](mailto:lucy.hollis@unitedinfrastructure.com)**

United Infrastructure, Building 4 Clearwater,  
Lingley Green Avenue, Warrington,  
Cheshire, WA5 3UZ  
Switchboard: 01322 665522

[unitedinfrastructure.com](http://unitedinfrastructure.com)