



## Key Results

### 85%

Significant Reduction in Damp & Mould Complaints

### 100%

Full Compliance with Electrical Safety Standards

### 92%

Improved Tenant Satisfaction & Well-Being

### 95%

Reduction in Electrical System Failures



## LJR Group's Offering

- Comprehensive Damp & Mould Remediation
- Full Electrical Safety Upgrades
- Preventative Maintenance & Compliance Audits
- Tenant-Centric Execution & Minimal Disruption

# Damp & Mould Remediation and Electrical Works for Sovereign Network Group.



## Customer Background

Sovereign Network Group is one of the UK's largest housing associations, managing over 84,000 homes across London and the South of England. Their primary focus is on providing safe, high-quality, and sustainable housing while ensuring compliance with government regulations.

As a leading social housing provider, Sovereign faces ongoing challenges related to property maintenance, tenant satisfaction, and regulatory compliance. Recently, they encountered persistent damp and mould issues, outdated electrical systems, and increased regulatory pressure following new Housing Ombudsman guidelines.



## Challenges Faced

### Persistent Damp & Mould Issues

Many Sovereign properties had long-standing damp and mould problems, leading to frequent tenant complaints and potential health risks.

These issues were often caused by inadequate ventilation, rising damp, and structural defects.

LJR needed to conduct in-depth moisture assessments to identify the root causes and implement lasting solutions, rather than just surface-level treatments.

### Outdated Electrical Systems & Compliance Gaps

Several homes had aging electrical installations, including outdated fuse boards, worn-out wiring, and systems that failed to meet current safety standards.

These deficiencies posed fire hazards and increased the risk of electrical failures.

LJR had to undertake extensive rewiring, upgrade consumer units, and install energy-efficient lighting to achieve full compliance with BS 7671 regulations.

### Minimising Disruptions for Tenants –

Since many of these homes were occupied, executing large-scale remediation and electrical upgrades required careful planning.

LJR had to coordinate phased schedules, work efficiently within tight time-frames, and utilise minimally invasive techniques to prevent major inconveniences.

In some cases, temporary housing arrangements were provided to ensure tenant safety and comfort during the works.



"LJR Group's expertise in damp and mould remediation has transformed our properties. Their thorough assessments and long-term solutions significantly improved living conditions, reducing tenant complaints by 85%."

– *Maintenance Team*  
*Sovereign Network Group*

LJR Group



"The electrical upgrades provided by LJR Group were executed with professionalism and efficiency. Their work ensured 100% compliance with safety regulations while minimising disruption to our tenants."

– *Senior Property Manager,*  
*Sovereign Network Group*



## The Solution

### Persistent Damp & Mould Issues – Comprehensive Remediation & Prevention

- Conducted detailed moisture assessments to identify the root causes of damp, rather than applying temporary fixes.
- Implemented advanced anti-fungal treatments and improved ventilation systems to eliminate condensation and moisture buildup.
- Carried out structural repairs, including addressing leaks, rising damp, and waterproofing measures to prevent future occurrences.
- Educated tenants on best practices for damp prevention, ensuring long-term maintenance and improved indoor air quality.

### Outdated Electrical Systems & Compliance Gaps – Full Safety Upgrades

- Performed Electrical Installation Condition Reports (EICR) across affected properties to detect safety hazards.
- Undertook complete rewiring of outdated systems and upgraded consumer units to meet BS 7671 regulations.
- Installed energy-efficient lighting and fire safety upgrades, reducing electricity consumption while improving safety.
- Ensured that all electrical installations complied with current safety standards, eliminating risks of electrical failures and fires.

### Minimising Disruptions for Tenants – Phased Execution & Tenant Support

- Developed a phased work schedule, allowing essential repairs to be completed without major disruptions to tenants.
- Utilised minimally invasive techniques, ensuring that works were carried out efficiently and with minimal impact on daily living.
- Provided temporary accommodation for tenants in high-impact cases, ensuring their safety and comfort during critical works.
- Maintained constant communication with residents, offering clear updates and support throughout the remediation and upgrade process.