

Client: One Housing Group (part of Riverside)
Value: £2.9 million
Location: East London
Completion: 2022



Building safety

Umberston Street



Applying expert knowledge & partnership working

A building safety project delivered using an innovative Aconex system and underpinned by strong resident engagement.

In March 2021, United Living was appointed by One Housing Group to deliver vital compliance and fire safety works to three mixed-use blocks at Umberston Street in East London. The blocks remained fully occupied by residents and ground-floor commercial units continued to operate for the duration

of the works, which were completed in September 2022.

This project is viewed sector-wide as an example of best practice in delivering cladding replacement receiving two Considerate Constructors Scheme (CCS) inspection scores of 45/45, which is extremely rare, and an achievement United Living is immensely proud of.

Overcoming key challenges

The nature of compliance and fire safety work requires prompt project delivery at a time when due diligence is of paramount importance.

Working within a limited space, dealing with significant anti-social behaviour on site and the effects of COVID-19, the team navigated many challenges with ease and professionalism to ensure that we delivered an exemplary outcome for residents on a highly sensitive project.

One key challenge was identified during the cladding removal, with significant complications due to the underlying substructure needing more strength to support the weight of the new A1-rated metal rain-screen cladding.

Following approval from One Housing Group, within one week of discovery, we designed and installed a wind posting system to support the new cladding system, allowing works to proceed without further risks or delays to the programme.



Respecting our neighbours

Effective communication was critical to this project's success, so United Living went the extra mile when it came to resident liaison. Our dedicated Resident Liaison Officer worked closely with residents, operating an 'open door policy', providing regular updates on progress and giving residents ongoing opportunities to provide feedback so improvements could be made as quickly as possible.

Project completion and blueprint for the future

The Building Safety Act outlines the requirement for better data keeping and documentation about works carried out on buildings to ensure there is a complete record of 'Golden Thread' information. The full documentation provided through our Aconex system exemplifies how this project was ahead of the curve providing assurances to One Housing Group and residents for many years to come.

This project has also positively impacted the local area, supporting businesses and tradespeople. Residents in neighbouring blocks also commented that should building safety work be needed on their homes in the future, they would like them to be managed in the same way – a great endorsement of the approach.



The United Living team has been professional and committed throughout, and quickly grasped our priorities which are quality and safety ensuring that this project was delivered successfully providing assurances to One Housing and residents for many years to come.

Gary Albert, Head of Building Safety Works
One Housing Group (part of Riverside)



Together we achieve more



For further information on how
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