NAMED CLIENT / SOCIAL HOUSING

Putting South Liverpool Homes in the Driving Seat of Its Asset Data

THE SCALE

3,700 homes • 100% of compliance documents checked • £62k annual saving

South Liverpool Homes is a community benefit society regulated by the Regulator of Social Housing, with over 3,700 homes across South Liverpool. TCW forensically analyses 100% of its compliance data—not a sample—turning certificates into verified asset intelligence.

MEASURED OUTCOMES

100%

of compliance documents checked

Forensic validation, not sampling

£62k

annual saving

Validation contracts replaced

3,700

homes covered

Whole-portfolio asset intelligence

2 months

to operational insight

Straightforward onboarding

THE PROBLEM

Certificate validation was outsourced and sample-based. Lifecycle planning relied on set cycle assumptions rather than the real condition and performance of each asset, with no reliable view of engineer, equipment or appliance performance behind the paperwork.

WHAT TCW DID

TCW checks every gas and electrical certificate against embedded legislation, ACOPs, British Standards and engineering calculations, reconciles each to a verified asset record, and feeds validated attributes back into live asset data with a permanent audit trail.

THE SOLUTION

TCW gave South Liverpool Homes a continuous sanity check and far deeper knowledge of its assets. It enabled predictive boiler analytics, surfaced engineer and equipment patterns, and supported targeted training. Bespoke C2 and C3 reports now run directly from the software.

ONBOARDING AND SUPPORT

The complex analysis is presented through an intuitive system. Bespoke reports make issues clear, the help desk responds quickly, and requested changes have been delivered within weeks. Validated attributes now support intelligent lifecycles rather than fixed assumptions.

OPERATIONAL GAINS

// **Reliable certificate data with a full audit trail.**

// **Predictive asset lifecycles that mitigate future cost.**

// **£62,000 annual saving against validation contracts.**

// **Greater productivity and reduced human error.**

// **Regulatory change absorbed through deeper asset knowledge.**

“If you don't have the intelligence behind your data you can't accurately know your assets or your lifecycles. The software enables us to have control and transparency, knowing we are doing everything we can to reduce risks for our customers and setting new standards in the social housing sector—it puts us firmly in the driving seat!”



DAVID CHATTERTON • HEAD OF IT, SOUTH LIVERPOOL HOMES

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