

case study



Swiftclean and Caledonia Housing Association have established a successful partnership that has spanned over 12 years. Throughout this time, they have worked together to improve the quality of water hygiene in Caledonia's housing stock to ensure the well-being of residents. This long-term collaboration demonstrates their commitment to creating clean and safe living environments for the community

Mark Hebner, Caledonia HA Planned Maintenance Officer, says

"It's always a pleasure to work with subcontractors who act as if they are an extension of our team. Swiftclean has consistently been easy to work with and responds to our requests promptly and efficiently. Given the number of assets we manage, it's reassuring to know that I can trust them to take care of what needs to be done while I focus on my other responsibilities."

ABOUT

Caledonia Housing Association is one of Scotland's largest housing associations providing over 5,500 high quality social rented homes and a factoring service to over 2,300 homeowners. Their homes and services are delivered over a large and diverse geographical area which covers eight local authorities – Perth & Kinross, Dundee, Angus, Fife, Highlands, West & East Dunbartonshire and North Lanarkshire.

They aim to make a positive contribution to the communities in which they work by combining good quality, energy efficient housing with services that are affordable, sustainable and valued by their tenants and other customers.

Their vision is to create 'Homes and services that make life better'. As part of their vision, they have turned proceeds from the sale of one of their former offices into a means of enhancing financial and wellbeing support for tenants and communities.

WORKING TOGETHER

In 2012, our Commercial Director, Martin Hembling, met Mark Hebner, the Planned Maintenance Officer for Caledonia Housing Association, at a networking event in Scotland. Since 2013, they have been collaborating closely, holding regular meetings to ensure the smooth operation of contracts.

Swiftclean provides a range of water hygiene services for Caledonia, including cold water tank cleaning and disinfection, Legionella risk assessments, water sampling, and remedial works for Legionella.

As a member of the Legionella Control Association for over 20 years, the advice we provide and the procedures we follow are aligned with the latest regulations. Our water hygiene services comply with the requirements of L8, the industry Approved Code of Practice document.

In 2020, we secured a 10-year contract for Legionella monitoring, which involves overseeing the water systems in their offices and several sheltered accommodation facilities. This entails conducting Legionella Risk Assessments (LRAs) every two years for the offices and carrying out 200 domestic LRAs annually.

Despite the scale of this contract, it operates remarkably smoothly. The main challenges arise from the diversity of housing types and their locations. Some properties are situated in extremely rural areas, but on the positive side, many feature stunning views!

[Read more about Caledonia Housing Association here](#)