

A photograph showing a woman with glasses and a high-visibility vest (likely a social housing officer) smiling and pointing at a tablet held by a young woman. A young child is also looking at the tablet. The background is a textured wall.

Social Housing

Proud of our promise
www.novussolutions.co.uk



NOVUS
Property Solutions

Who We Are

Novus, a property maintenance specialist with a 128 year heritage, is committed to improving and maintaining standards for customers. Our work supports social housing providers with tailored maintenance and compliance strategies that enhance safety, sustainability and long-term asset performance.

We offer:

- Reactive Maintenance
- Void Refurbishment
- Full Asset Management
- Retrofit Works
- Kitchens & Bathrooms
- Passive Fire Protection
- Heating Upgrades
- Cyclical Decorations
- Windows & Doors
- Whole House Works
- Roofing
- Electrical Testing & Maintenance



NOVUS
Property Solutions

Why we do business

Building a legacy where people can live, work and thrive



We Build A Profitable Future



We Do Business Responsibly



We Create Great Teams



We Deliver Excellence to our Customers

The Guinness Partnership

Major Works Framework

Value: £5m per annum

Novus has proudly partnered with The Guinness Partnership for over 7 years as their preferred contractor for planned works across the Southwest, built on trust, quality, and consistent delivery.

Scope:

- Planned works include kitchen & bathroom replacements, electrical heating upgrades, and windows & doors installations.
- A £3.45m heritage refurbishment at Lansdown Crescent (Grade II listed, 117 apartments) included roofing, fire safety upgrades, and conservation-compliant finishes.
- In Crewe, SHDF Wave 2 retrofit covered EWI, W&D, kitchen & bathroom upgrades, electrical systems, roofing, and ventilation to 50 properties.



Successes:

- Delivered 2,400+ component upgrades to date, including kitchens, bathrooms, doors, windows, and heating systems.
- Successfully refurbished heritage properties at Lansdown Crescent, balancing modern comfort with historic preservation.
- Completed SHDF project ahead of schedule, reinvesting savings into additional upgrades.

Challenges:

- Coordinating large-scale component upgrades while maintaining consistent quality.
- Managing heritage refurbishments with strict preservation requirements.
- Balancing accelerated delivery with cost control and reinvestment opportunities.



Places for People (PfP)

Major Works Planned Investment & Decarbonisation Programme

Value: £8m per annum

With a trusted partnership spanning over 15 years, Novus proudly delivers high-quality planned investment, refurbishment and retrofit works for Places for People, recognised for our consistent performance and customer-focused approach.

Scope:

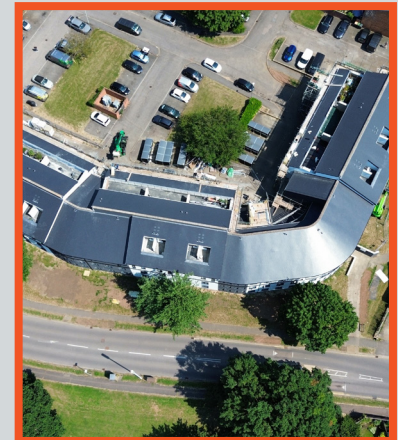
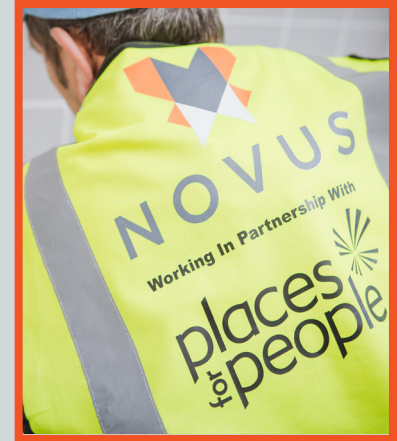
- Across the Southeast (Isle of Wight, Norwich, Essex, Kent): Whole House refurbishments including kitchens, bathrooms, heating systems, rooflines, windows and doors.
- In Edinburgh: Planned works to general needs homes, including kitchens, bathrooms, windows, doors, rooflines and boilers.
- SHDF Retrofit Projects:
 - Cambridgeshire (Wave 2) – Retrofit of 162 homes with Solar PV, ASHPs, insulation, ventilation and new windows & doors.
 - Adamson Court, Bedford (Wave 1) – Upgrade of 99 flats with EWI, warm roof insulation, high-performance glazing and modern heating.

Successes:

- Secured place on PfP's South Framework, reflecting strong delivery and performance.
- Partnered with PfP Thrive to develop future talent, addressing the skills gap and driving social value.
- Successfully delivered complex retrofit at Adamson Court, shortlisted for the 2025 Unlock Net Zero Awards.

Challenges:

- Maintaining high standards and consistency across framework projects.
- Bridging the construction skills gap while meeting delivery targets.
- Balancing urgent reactive works with planned maintenance and project delivery.



Bromford Flagship

Roofing, Cyclical Decorations, Passive Fire Protection Programme

Value: £8m per annum

Novus has partnered with Bromford Flagship for over 15 years, delivering a broad range of planned investment works. The partnership has been renewed in 2025, continuing our commitment to quality and innovation.

Scope:

Roofing Works: Comprehensive roofing services including full pitched & flat roof replacements; roofline upgrades & finlock gutter removal; non-licensed asbestos removal; brickwork repairs and flat-to-pitch roof conversions using lightweight steel systems for improved durability and insulation.

Passive Fire Protection: Fire door installation & refurbishment; compartmentation & fire-resistant glazing; fire collars, detection systems, and supporting electrical works. All installations are FIRAS-certified for compliance and traceability.

Painting & Cyclical Decorations: Pre-paint repairs & element replacements; external & internal decorations across general needs homes, listed buildings, and communal areas; UPVC cleaning and light refurbishments.

Successes:

- Supported Bromford's WH:SHF Wave 3 bid, now delivering turnkey retrofit programmes in the North.
- Delivered high-volume works in 2023, completing decorations and repairs on 4,800+ properties.
- Installed 2,000+ fire door sets since 2022, all meeting strict safety standards.

Challenges:

- Scaling resources to meet increasing programme demand.
- Maintaining consistent quality across large property volumes.
- Ensuring compliance with evolving fire safety regulations.



Platform Housing Group Passive Fire Protection Services

Value: £1.2m per annum

Since 2012, Novus has supported Platform Housing Group with specialist passive fire protection services, helping ensure resident safety across a diverse housing portfolio.

Scope:

On behalf of Platform, Novus delivers installation, upgrades and maintenance of certified fire doors, penetration seals and all passive fire compartmentation measures. All works comply with current fire safety legislation and industry standards.

High-Volume, High-Quality Delivery: In 2024 Novus:

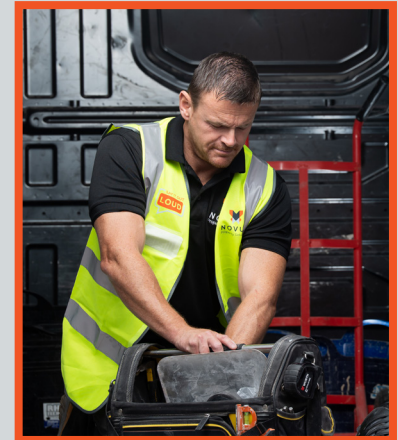
- Installed 1,200+ new fire doors
- Maintained 2,100+ existing doors
- Completed 2,500+ penetration seal installations

Successes:

- Long-term partnership with Platform, growing to £1m+ annually with a focus on safety and compliance.
- Recognised with "Best Installation Project" at the 2024 ASFP Awards.
- Pioneered ROCKWOOL fire barrier trial, achieving 60-minute resistance and setting new safety standards.

Challenges:

- Sustaining rapid contract growth while consistently maintaining the high standards of safety, compliance, and quality expected.
- Embedding innovative materials, such as ROCKWOOL, across future projects while balancing cost, training, and supply chain readiness.
- Managing the integration of digital compliance systems alongside on-site delivery to ensure accuracy, transparency, and ease of reporting.



Onward Homes

Retrofit Scheme - SHDF Wave 2

Value: £10.5m

As part of the Social Housing Decarbonisation Fund (SHDF) Wave 2, Novus partnered with Onward Homes to improve the energy efficiency of 402 Victorian properties in Kirkdale, Liverpool.

Scope:

This project aims to upgrade homes to a minimum EPC Band C through a wide range of energy-efficiency measures, including wall, loft, and underfloor insulation, triple glazing, ventilation upgrades, and roof and flue modifications to support EWI. Delivered in 9 phased batches aligned with planning approvals, the scheme began with 3 pilot homes – 1 serving as a show home and site office. A local employment model created 19 new roles, supporting economic regeneration alongside carbon reduction.

Successes:

- Mobilised delivery within 7 weeks of contract award through strong collaboration and planning.
- Delivered meaningful community initiatives via the “Match My Project” framework, including food bank donations, youth project refurbishment, and a new community green space.
- Successfully adapted programmes to keep works on track despite external pressures.

Challenges:

- Weather-related delays impacted external works such as insulation and roofing, requiring resequencing to minimise disruption.
- Victorian housing stock presented unique structural challenges, demanding tailored solutions and specialist input.
- Balancing heritage preservation with modern energy upgrades required detailed surveys and careful integration.



Get in touch today



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