



CASE STUDY

Central London Housing Estate Decant Using Property Guardians



As part of an extensive London regeneration project a large housing estate needed to be decanted. Deemed at risk from antisocial behaviour there were concern from local residents, until property guardians provided a zero cost solution.

THE BACKGROUND

As part of an extensive London regeneration project, a G15 housing association approached DEX Property Management in 2018, wanting help managing a large housing estate decant, in London's central Notting Hill area.

Because of its prominent, central location the building was classes as high risk & vulnerable to anti-social behaviour & squatting. There were also concerns from the local community & from existing tenants about living in such close proximity to empty, vulnerable flats.

As the housing association rehoused tenants, DEX property guardians were instructed to move into the empty flats. Over the 3 year decant process DEX guardians provide live-in security to over 65 units at zero cost to the housing association. In total over 200 guardians benefitted from affordable, central London accommodation while the property was under DEX's management.

"It's great to live in Ladbrooke Grove, a fairly expensive central London location, at an affordable price - friends renting similar flats nearby pay double the price that I pay. If I have any issues or problems with the property, DEX are always quick to respond, professional & helpful. Will definitely use them again."

Graham - Property Guardian



THE SOLUTION



GUARDIAN PROTECTION

As each flat became available, DEX Property Management carried out a risk assessment of the property.

Once the properties were certified, DEX Property Management made each flat habitable – painting, carrying out electrical/plumbing work, carpeting & supplying white goods were necessary.

When ready, fully vetted property guardians were placed in the property to deter antisocial behaviour & provide reassurance for existing tenants.

DEX Property Management carried out regular checks & maintenance of the property.

THE HANDBACK

Over a 3 month period, property guardians were moved out of the flats. As each flat became free, soft stripping of that unit could begin.

DEX property guardians still live in 4 of the most vulnerable flats to ensure the site remains secure until redevelopment starts.

The majority of DEX property guardians have moved on to secure other properties for DEX Property Management.

THE OUTCOME

Property guardians provided a cost effective & flexible security solution for the client throughout the 3 year decant process.

Guardians were provided at zero cost & the housing association & were paid a monthly revenue by each guardian in situ - turning a security cost into a revenue stream.

Tenants felt safer as they weren't surrounded by empty, vulnerable property.

Buildings were well maintained, & antisocial behaviour was prevented, benefitting the local community.

An affordable rental solution was provided to over 200 property guardians over a 3 year period.



WHY DEX

Since its formation over 12 years ago, DEX Property Management has been at the forefront of the empty property management industry, building a rich history in helping commercial entities & other property owners including; councils, dioceses, housing associations & NHS trusts make use of vacant properties.

DEX is now the trusted property guardian provider for over 50% of the G15 housing associations & 1 in 3 London councils.

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