

Member Spotlight

November 2022

Integrated Solutions - City Plumbing





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We asked Claire Baron from Integrated Solutions - City Plumbing to share what they are up to.

If you'd like to contact Claire about any of the below, click [here](#)

Give us a little known fact about your organisation

We have a specialist team within our business called Integrated Solutions by City Plumbing, who work in partnership with social housing providers supplying materials for the repair and maintenance of their tenants homes. We focus on material supply solutions which increase first-time-fix so more jobs can be completed each day, reducing repeat visits and disruption to tenant's daily lives. Our focus on quality, sustainability and the product lifecycle means tenants are receiving high quality, long-lasting repairs and maintenance materials into their homes.

Tell us about a time that engagement has made a difference to your services or communities?

We work with housing associations and local authorities through our partnership contracts where we deliver social value. This support takes many forms including the creation of local employment opportunities, apprenticeships and supporting local community projects through volunteering or financial contributions.

Recently we've worked with The Hyde Group and Henry Fawcett Primary School in Lambeth to financially support the installation of two laptop safes at the school site. Alongside sponsoring the football and netball team kits for the children of Allen Edwards Primary School in Stockwell. Both contributions have made a huge difference to the schools and their young people.

What are you currently working on when it comes to engagement?

We are currently working with The Hyde Group again to support a long running project - Past Packington. Past Packington draws attention to the little seen lives in an inner city estate, supporting expansive storytelling that allows people of the Packington Estate to recognise and feel recognised by their neighbours, and provides future historians, researchers and policy makers with an understanding of late twentieth and early twenty-first century regeneration from lived experience.

This project has been running for the last five years, our contribution will enable the group to work with a graphic designer to make a high quality book, and to print enough copies for all the participants to have a free copy as well as deposit copies in local libraries, archives, schools, British Library, and to host a launch event.

Why did you decide to join Tpas?

We work with hundreds of housing associations, local authorities and their contractors providing plumbing, heating, electrical and renewable materials to their repairs and maintenance teams.

Our focus is on how we can provide the best service to our customers so they can support their customers efficiently and effectively, putting tenants at the heart of everything we do. We're keen to capitalise on all the benefits available to us through our membership to help us to do



this, assisting to build local confidence and wider engagement opportunities through our support; helping housing associations and local authorities to provide a trusted service to their tenants.

And through your regional events we want to engage directly with your members to gather insight into experiences and focus points. This will allow us to further understand challenges being faced by your members, their priorities and values which we can align with to help deliver clear impact and value.

What is your top engagement tip?

We don't get to engage directly with tenants in our role as a supplier very often which is one of the reasons why we joined Tpas. But we're no strangers to engagement, we've been supporting Teenage Cancer Trust since 2012 and have raised over £2.7m for them which we received a Special Recognition Award for last year.

This has been delivered through the consistent engagement of our colleagues and customers with lots of fun along the way which has been key to our success. So what's our top engagement tip? Listen, learn, deliver, measure, review and most of all, enjoy!

What's the one thing you are most proud of when it comes to engagement?

We're most proud of the legacy we are helping to leave in partnership with our customers and the communities they serve.