

Renewable energy asset assurance for thriving homes & places

Reimagining places
for people to thrive

A guide to our services

Contents

Liberty at a glance

Reimagining asset assurance

Why regular servicing
and maintenance matters

How we can help

Get in touch

Contacts



Reimagining places for people to thrive

For more than half a century, we have been delivering services that keep social homes and buildings, safe, warm and sustainable.

Part of WPS, our purpose is to reimagine places for people to thrive, and we do this by protecting and improving compliance standards through innovative energy asset maintenance – to future-proof homes and support housing providers to get the very best from energy assets using data insights.

From gas and electric to renewables, our trusted experts work across all energy sources to meet every compliance and decarbonisation challenge. Through trusted, data-driven services we install, repair and maintain energy assets that create warm, safe and sustainable homes – for satisfied tenants, and peace of mind.



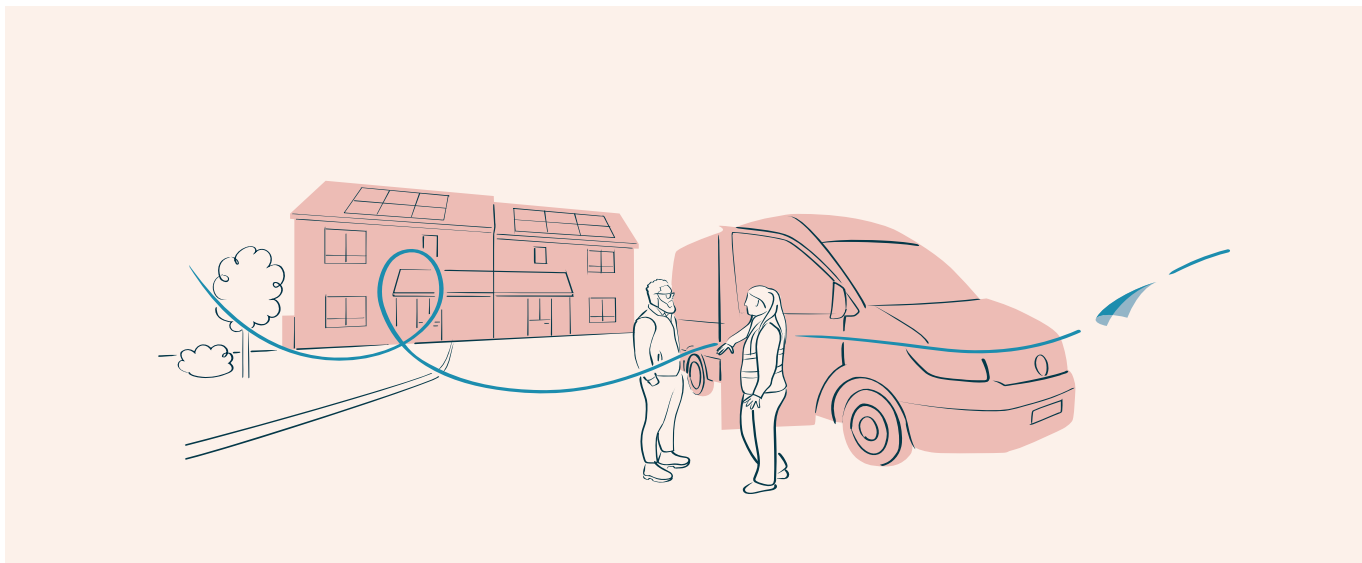
Supported by our dedicated 24/7, 365-day customer service centre, Liberty delivers planned and preventative maintenance programmes alongside responsive, regulatory-compliant repairs.

Whether proactive or responsive, our approach is underpinned by data-driven insights that help social landlords maximise the performance, safety and longevity of their property assets while maintaining the highest standards of compliance.

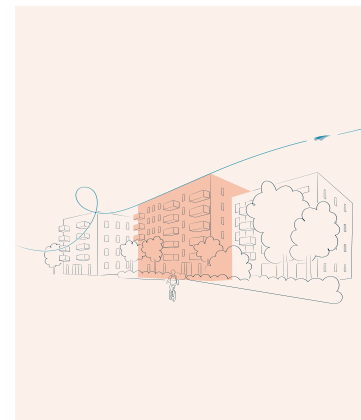
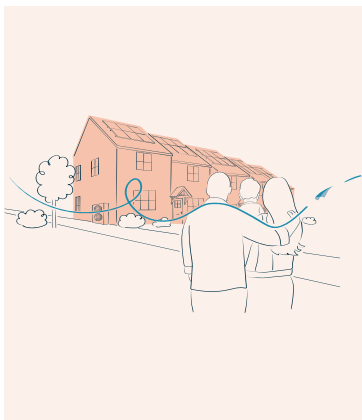
From traditional building services to low-carbon technologies such as air source heat pumps and solar energy systems, we provide intelligent asset assurance solutions that protect investment and optimise performance. Proactive maintenance not only helps systems operate at peak efficiency, but also reduces energy consumption, minimises carbon emissions and delivers long-term value for money.

Our round-the-clock customer contact centre provides residents and clients with access to expert support whenever it is needed. Trained advisors quickly triage enquiries, coordinate engineer dispatch and ensure faults are resolved efficiently, reducing downtime and minimising disruption. Through fast, reliable communication and a rapid response service, we provide the reassurance of immediate support while building trusted, long-lasting relationships with our customers.

By combining technical expertise, property intelligence and a resident-focused approach, Liberty delivers immediate compliance confidence and sustainable long-term value, helping social landlords create safe, efficient and future-ready homes and communities.



Why regular servicing and maintenance matters



Protecting renewable investments for the long term

Air source heat pumps and solar energy systems represent a significant investment in low-carbon technology. Through planned servicing and preventative maintenance, Liberty helps customers maximise performance, extend asset life and ensure systems continue to deliver the energy savings and environmental benefits they were designed to achieve.

Maintaining compliance and safeguarding warranties

Regular servicing by qualified engineers helps ensure systems continue to operate in line with manufacturer recommendations and the latest industry standards. Even where warranties have expired, ongoing maintenance protects system performance and provides confidence that assets remain compliant with current regulations and best practice.

Maximising efficiency and reducing running costs

Over time, minor issues – such as blocked filters, low refrigerant levels, air locks or sensor drift – can affect performance and increase energy consumption. Routine inspections and recalibration help systems operate at peak efficiency, reducing electricity use by up to 25%, lowering carbon emissions and delivering greater value from renewable technologies.

Identifying issues before they become problems

Preventative maintenance enables our engineers to detect early signs of poor system design, installation issues or component deterioration before they impact performance. By identifying and addressing these issues early, we help avoid costly repairs, minimise disruption and protect long-term asset value.

Delivering reliability and peace of mind

Proactive maintenance helps extend the lifespan of heat pumps and solar systems, ensuring residents benefit from reliable heating and hot water throughout the year. Through early fault detection and ongoing optimisation, we reduce the risk of breakdowns and minimise downtime.

How we can help

Working in close partnership with our clients, we deliver full-service solutions low-carbon and renewable energy systems – from design and installation through to maintenance, repair, and compliance. Our approach is rooted in safety, energy efficiency and supporting the transition to low-carbon technologies, ensuring systems are reliable, future-proof and fully compliant.

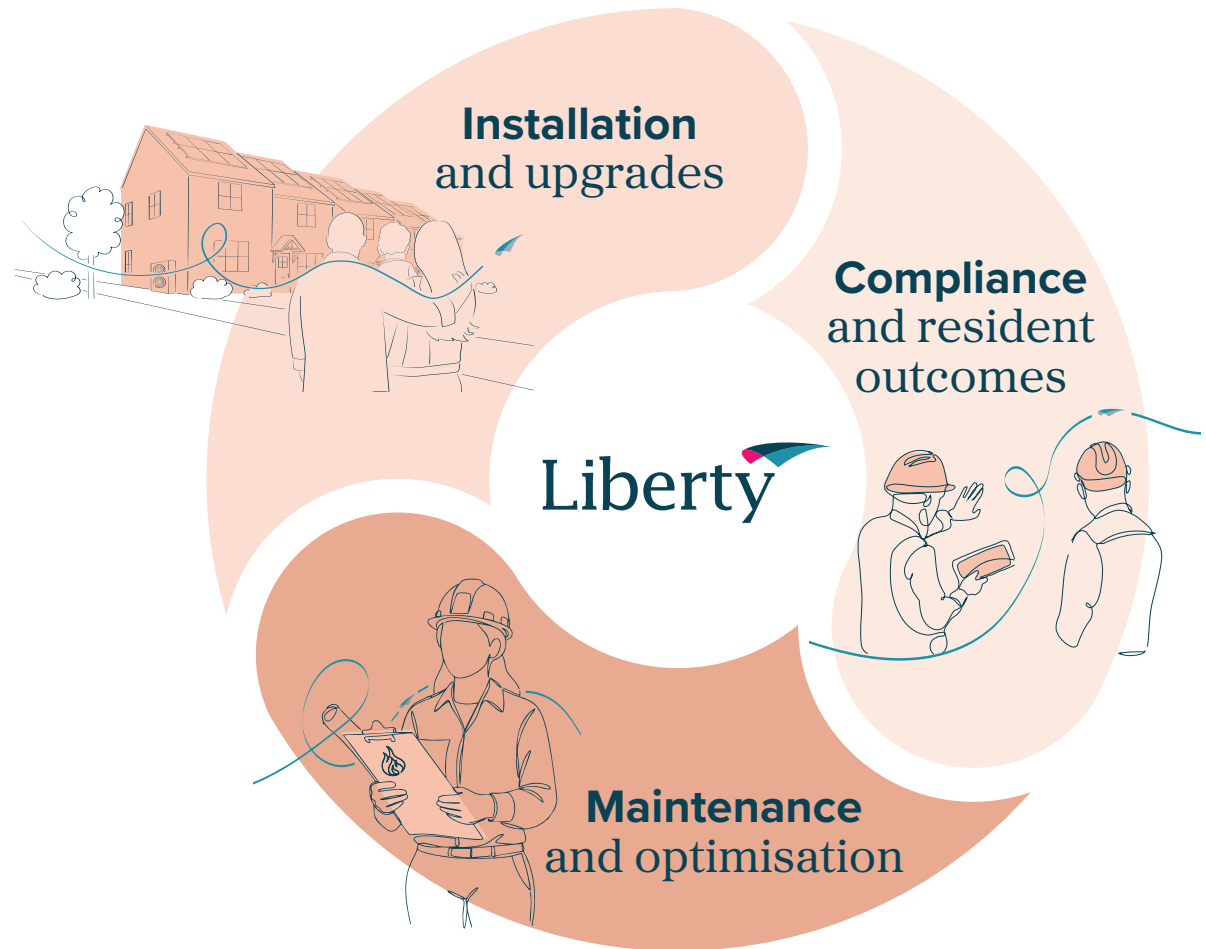
Directly employed specialists you can trust

Our highly trained, directly employed engineers deliver a consistent and accountable service. Accredited to industry and manufacturer standards, they combine technical expertise with an in-depth understanding of the systems they maintain – enabling faster diagnostics, accurate adjustments and an enhanced customer experience.

Continuous optimisation for maximum performance

Using advanced diagnostics and data-driven insights, our engineers continually assess and optimise system settings to ensure the highest levels of efficiency and performance. From flow temperatures and pressures to controls and weather compensation settings, every aspect is fine-tuned to deliver long-term comfort, energy savings and carbon reduction.

By combining preventative maintenance, technical expertise and round-the-clock support, Liberty helps customers protect their investment, optimise performance and create more sustainable homes for the future.



Get in touch

with our experts

If you'd like more information, our experts are on hand to discuss
– don't hesitate to get in touch for support.



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