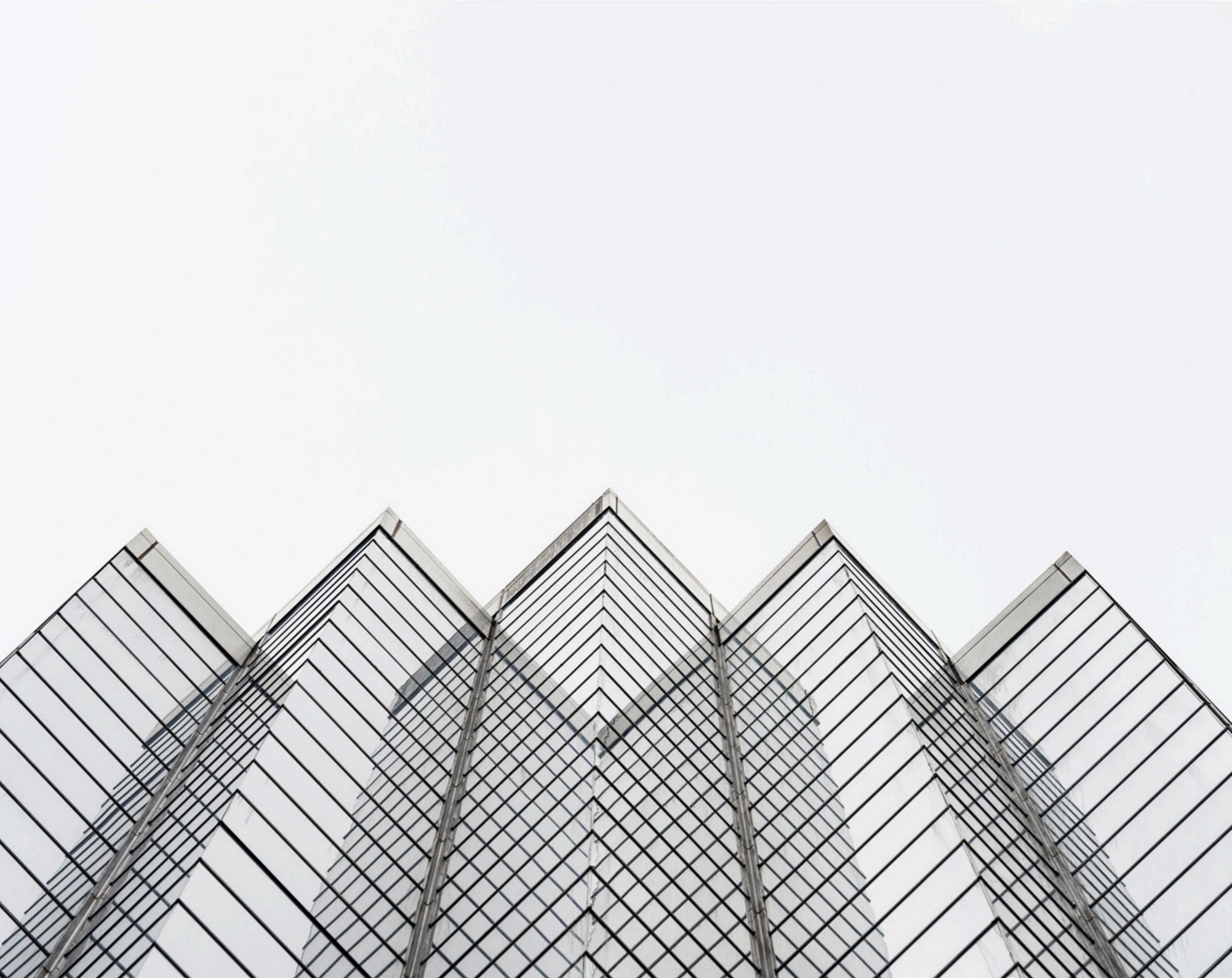
REAL ESTATE & PROPERTY MANAGEMENT

Water Resilience Guide

For property managers water resilience is about Cutting Costs & Managing Risk

Welcome to your guide on Water Resilience for the Real Estate sector. Whether you manage residential apartments, student accommodation, or mixed-use commercial sites, water costs and risks sit squarely with you. Tenants rarely see a direct water bill, which means usage can be high and waste goes unnoticed. This guide will help you understand your water footprint, highlight risks, and show how proactive management can cut costs, improve efficiency, and strengthen tenant satisfaction.



Why Water Matters to Your Properties, Right Now:

- **Hidden Costs:** Bulk water bills mask waste. A single leak can cost thousands each year if unnoticed.
- **Tenant Behaviour:** “All bills included” means no incentive to save.
- **Reputation:** Sustainable buildings are increasingly in demand from tenants, investors, and regulators.
- **Real Savings:** For a student block with 300 residents, water bills can exceed £40,000 annually. A 10–20% saving frees up £4,000–£8,000 per year.

Your Water Footprint: Where It Goes & Why It Matters

- **Tenant Living Spaces (40–50%):** Toilets, showers, taps, appliances.
- **Communal Areas (20–30%):** Shared kitchens, gyms, laundries.
- **Building Systems (10–20%):** Boilers, HVAC, cooling towers.
- **External Spaces (5–10%):** Landscaping, bin stores, car washes.
- **Leaks & Losses (variable):** Hidden in risers, pipework, and underground supplies.

Unmonitored demand leads to overuse and hidden waste across portfolios.

Quick Wins: Immediate Savings, Minimal Effort

- **Low-Flow Fixtures:** Fit aerators, dual-flush toilets, and low-flow showers.
- **Smart Laundry Policies:** Encourage full loads, fit efficient communal machines.
- **Tenant Education:** Simple campaigns on responsible use.
- **Night Flow Checks:** Spot leaks by monitoring overnight meter use.
- **Staff Awareness:** Train caretakers and cleaners to flag waste early.

Low-cost interventions can rapidly cut waste, even when tenants don’t feel the bill directly.

Smart Investments: Future-Proofing for Long-Term Value

- **AMR & Smart Metering:** Install sub-meters for blocks, floors, or even flats. Detect leaks instantly.
- **Rainwater Harvesting:** Use for landscaping, toilets, and communal areas.
- **Greywater Recycling:** Reuse water from showers for toilet flushing.
- **Efficient Appliances:** Specify water-efficient dishwashers, washing machines, and taps in managed units.
- **Retrofit Programmes:** Integrate water efficiency alongside energy upgrades.

These investments protect against rising bills and boost asset value through ESG performance.

Your Hidden Drain

- **Student Accommodation:** High shower use and long running times.
- **Communal Laundries:** Poorly maintained machines waste water.
- **Unmetered Leaks:** Buried or riser pipe leaks often go undetected for months.
- **Vacant Units:** Fixtures left dripping or toilets running unnoticed.

Without granular monitoring, hidden drains quietly eat into profitability.

Engage Tenants & Occupants: Build a Water-Wise Community

- **Behavioural Nudges:** Posters in bathrooms/kitchens with simple water-saving tips.
- **Gamification:** Competitions between blocks or flats (e.g. student halls) on water savings.
- **Communication:** Make sustainability visible to attract and retain tenants.
- **Partnerships:** Collaborate with universities, councils, or local water companies for engagement campaigns.

Occupants may not feel cost directly, but culture change still reduces waste.

Be Prepared: Manage Water Supply Risk

- **Know Your Risks:** Pipe bursts or leaks can cause major property damage.
- **Emergency Planning:** Rapid response procedures for leaks, floods, or outages.
- **Backup Storage:** For large sites, consider storage for toilets and essential services.
- **Insurance & Compliance:** Demonstrate proactive water management to reduce risk premiums.

Resilience planning protects both finances and tenant wellbeing.

Next Steps: Your Action Plan

- **Baseline:** Review bulk water bills and benchmark across your portfolio.
- **Walkthrough:** Check high-risk areas (communal laundries, risers, vacant units).
- **Prioritise:** Implement quick wins, then plan for sub-metering and recycling.
- **Communicate:** Report actions and results to tenants, investors, and regulators.
- **Seek Expert Help:** We provide assessments, technology, and retrofit support.

A structured approach builds resilience, saves money, and future-proofs your assets.

Need Support? Let's Talk

Want support optimising your managed buildings' water resilience?

We help landlords and property managers cut waste, control costs, improve ESG performance, and enhance tenant satisfaction.

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