

Housing Services - Asset & Property Services



Service Overview



South Tyneside Council

Asset & Property

- Repair and maintain 15,702 properties
- £30m Housing Capital Programme
- £18m Revenue Repairs Programme
- Over 90,000 responsive repairs carried out annually
- Over 3,500 customers homes improved annually
- Workforce – 400+ employees

Housing & Homelessness

- Provide tenancy / leasehold management of 15,702 properties
- Responsible for collecting approx. £92m in rent to fund services
- Last year, handled 184,000 calls
- 99.48% calls resolved at first contact
- Workforce of around 200 employees



Our Purpose

Asset & Property

To deliver safe, quality, sustainable homes for our customers

- Maintain statutory health and safety compliance across all our housing assets (100% gas safety compliance for the 15th year running)
- Maintain the Decent Homes standard - £30m capital investment in our tenant's homes.
- Provide a Repairs and Maintenance service that meets our tenants needs - 6% increase in 2025 tenant satisfaction measures.

Housing & Homelessness

We support residents to access and sustain housing, prevent homelessness and live independently

- Last year, the service carried out almost 5,000 home visits as part of our commitment to visit every tenant at least once over a 3-year cycle to support tenancy sustainment



South Tyneside Council



South
Tyneside
Council

P R O U D
TO WORK FOR SOUTH TYNESIDE

Key Responsibilities



South Tyneside Council

Asset & Property

- Repairs and maintenance to housing stock
- Planned maintenance
- Major improvement works
- Compliance and safety (gas, fire, water, asbestos, electric, lift, damp mould and condensation)
- Adaptations and improvements for tenants
- High Rise Buildings
- Building new council homes and managing capital investment
- Disrepair management

Housing & Homelessness

- Managing the Housing Register, landlord services and allocations
- Collecting and managing rent and arrears, including financial support for tenants
- Preventing and responding to homelessness, including temporary accommodation and outreach
- Supporting vulnerable residents with complex needs
- Delivering the Council's housing strategy and supporting housing development ambitions

Legal Responsibilities



South Tyneside Council

- **Highly regulated environment** – Regulator of Social Housing Consumer Standards and Tenant Satisfaction Measures
- **Statutory obligations** – homelessness duties (including prevention and relief), allocations, tenancy management and landlord services
- **Compliance with Legislation** – Building Safety Act, Awaab's Law, Renters Rights reforms, compliance regimes
- **Health & Safety Compliance** – gas, fire, electrical, water, asbestos, lifts and building safety.
- **Quality homes** – Regulatory requirements of Decent Homes and Minimum Energy Efficiency Standards (MEES).

