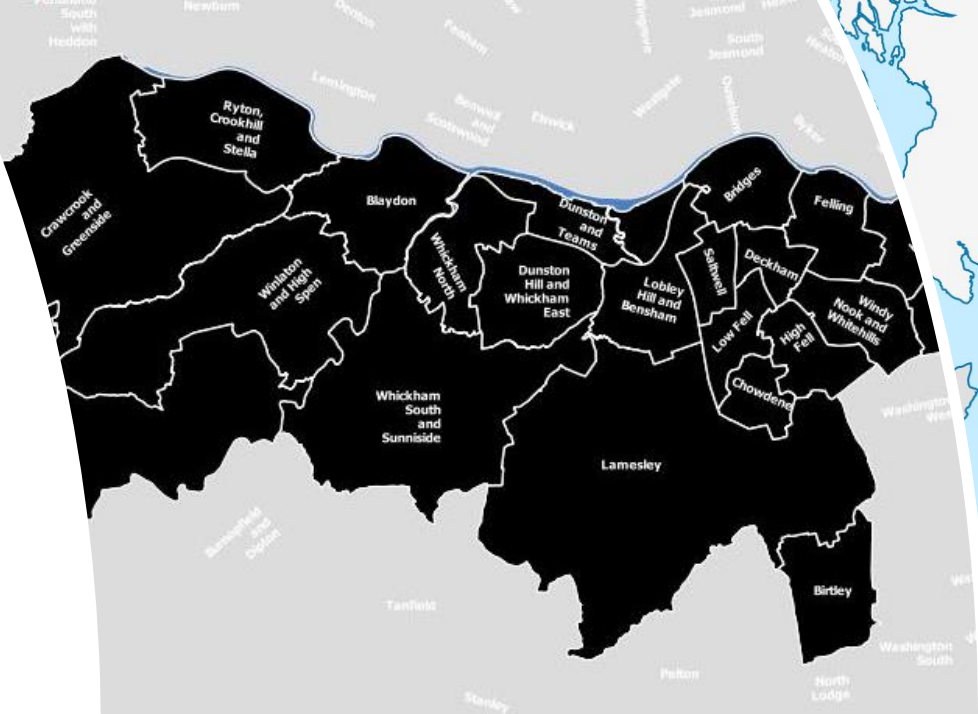


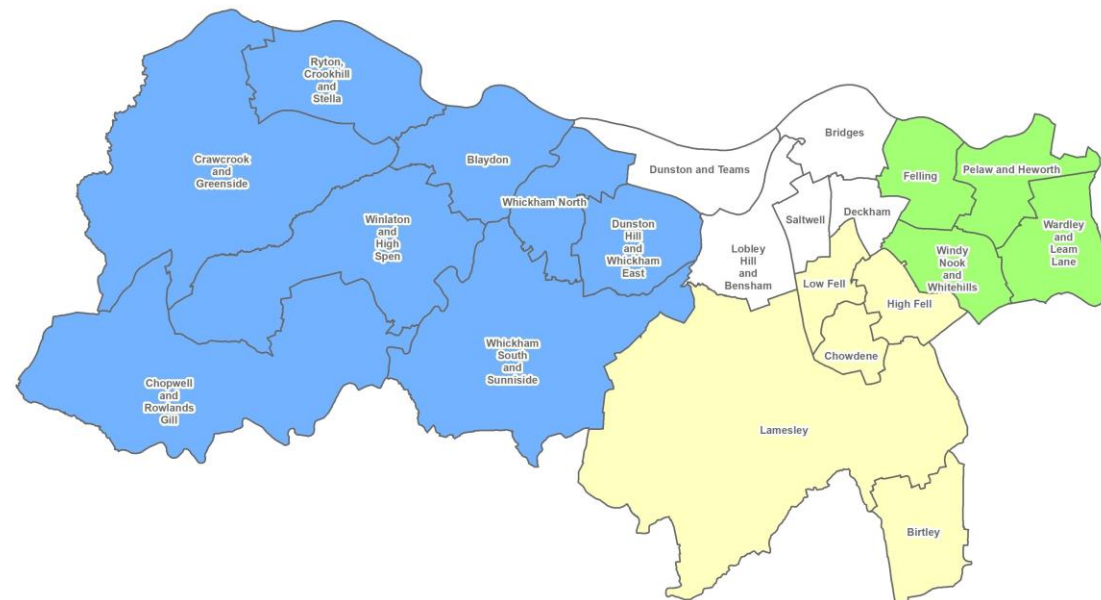
Gateshead
Metropolitan
Borough
Council



Gateshead
Council



- Population of 199,000+
- 18,100 council houses
- 1,000 leasehold
- 25 high rise blocks (2,000 flats)
- 103 mid rise blocks (900 flats)
- 1,110 low rise (1 100 flats)
- 400 public buildings
- 2/3 of the borough is rural
- Ranked 47th/317 most deprived area
- ALMO brought back in house in April 2021
- 66 councilors, 22 wards, 4 neighbourhoods



Construction Services



REPAIRS & VOIDS

255 STAFF

RESPONSIVE REPAIRS
ONE OFF REPLACEMENTS
MAJOR/PLANNED WORK
EMPTY PROPERTY REPAIRS



CUSTOMER OPERATIONS & TECHNICAL SUPPORT

85 STAFF

REPAIR CALL HANDLING
CUSTOMER SUPPORT
REPAIR APPOINTMENTS
INSPECTIONS & SURVEYS
COMPLAINTS & COMPENSATION
DISREPAIR CLAIMS
RESEARCH & ANALYSIS
POLICIES, PROCESSES,
ACCREDITATIONS



BUILDING SAFETY, BUILDING MAINTENANCE & COMPLIANCE

134 STAFF

FIRE & BUILDING SAFETY
TECHNICAL COMPLIANCE
NON-DOMESTIC SERVICING
& REPAIRS
NON DOMESTIC BUILDING
MAINTENANCE



CONTRACTS & WORK PROGRAMMES

129 STAFF + 40 APPRENTICES

ADAPTATIONS
ASSET IMPROVEMENT
DELIVERY
STORES, PURCHASING &
WASTE
CAPITAL DELIVERY
APPRENTICES
CONTRACTOR MANAGEMENT
QUANTITY SURVEYING

Resident Engagement

- Resident Influence Panel
- Multi-storey Safety Group
- Quality Diversity Inclusion Group
- Strategic Housing Board
- Elected Members
- Community Engagement Events

Stats

- **Tenant Satisfaction:**
- Overall satisfaction with repairs:
- 2022/23 - 52%
- 2023/24 - 71%
- Time taken to complete latest repair
- 2022/23 42%
- 2023/24 64%
- Home is well maintained:
- 2022/23 36%
- 2023/24 68%

	Right First Time	Appts Kept	Repairs completed in target	Tenants satisfied with the most recent repair
Mar-22	36%	50%	<50%	<50%
Dec-24	90.84%	96.67%	82.70%	83.72%