



Working in partnership with  
South Tyneside Council

# ASPE – Gas Servicing

Wednesday 7<sup>th</sup> November 2012

Gary Kirsop Head of Property Services  
Rob Anderson Gas Manager



INVESTORS  
IN PEOPLE | Gold

# South Tyneside Homes

- ALMO – Social Housing Provider
- Manage 18000 Council Properties
- We are a major employer in the Borough (90% of 650 staff live in South Tyneside)



Putting you and your home at the heart of everything we do



South Tyneside Homes

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# South Tyneside



EUROPEAN UNION  
Investing in Your Future  
European Regional  
Development Fund 2007-13



South of Tyne and Wear



South Tyneside Council



Total Policing



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# Gas Servicing Programme

- 16,685 Properties with gas installed
- 9 - 11 Month programme
- Appointment options
- In house gas servicing team
- Smoke detector servicing
- Fire home safety checks

# Working with our Partners

- Tyne & Wear Fire Service
- South Tyneside Council
- Environmental Services
- Local Contractors

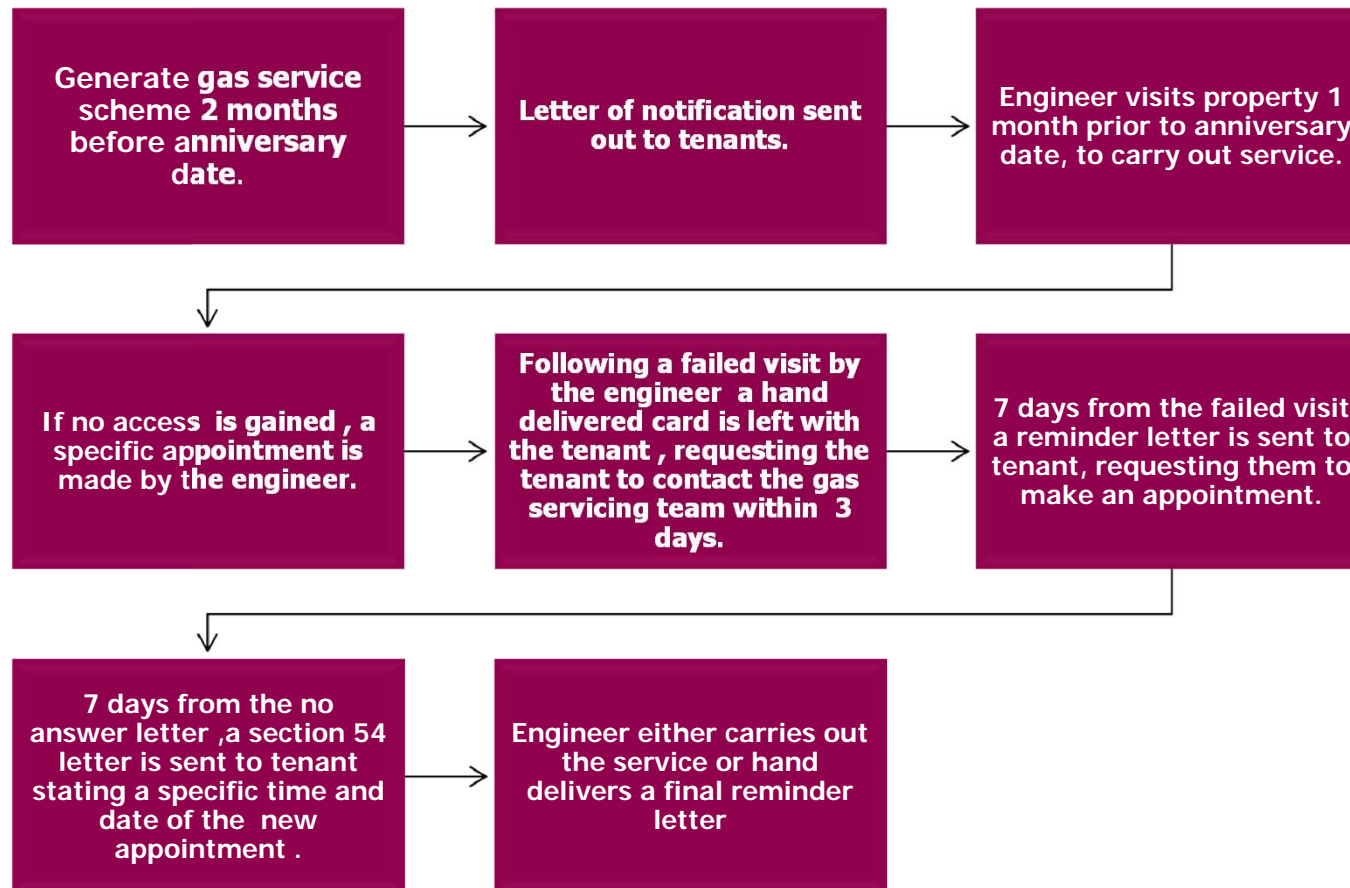


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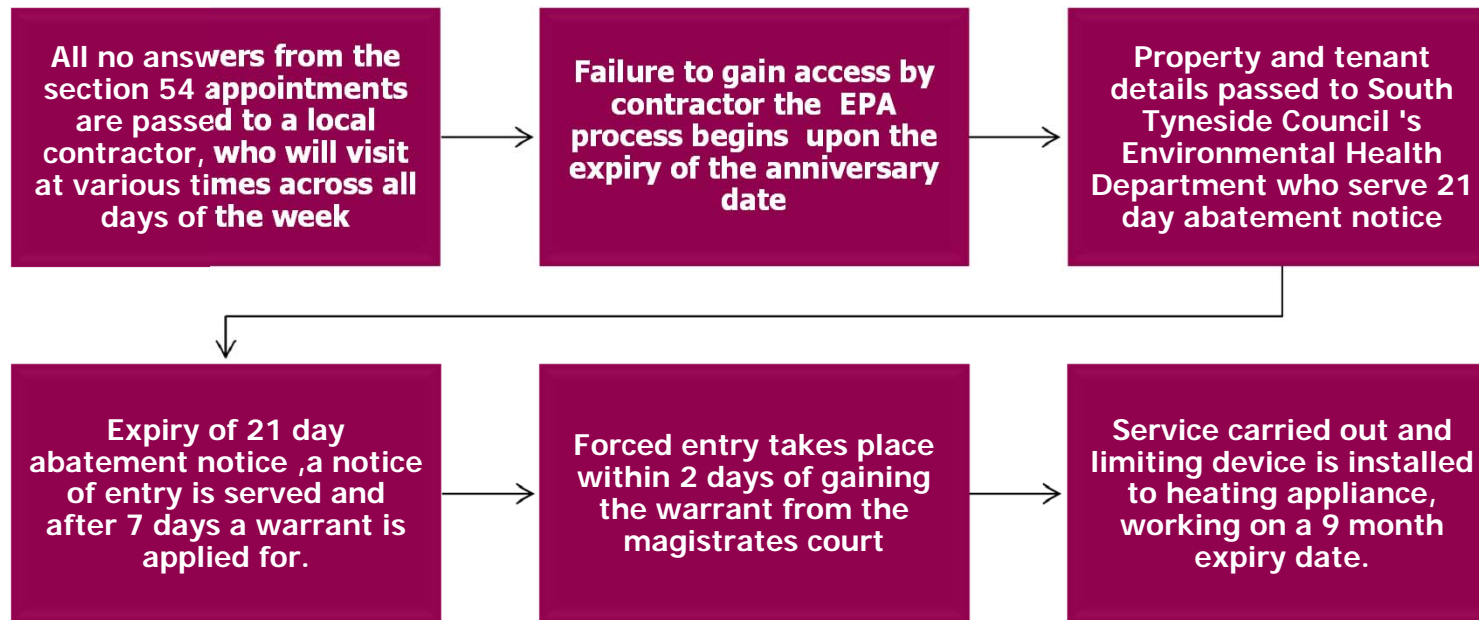
# The Process



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# Hard to access properties

- Why?
- Sub contractor partnership
- Environmental Protection Act
- Limiting devices



# Communication / Publicity

- Customer Development Group
- Housing Matters Articles
- Vehicle branding
- Telephone messaging
- IT Alert

# The Future

- Technology - Fully Mobile
- Carbon Monoxide Alarms

**Thanks for listening**  
**Any questions?**

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