



COMPANY PROFILE

Professional Housing Solutions

**Trusted partnerships.
Better communities.**

Premium Edition | 2026

Built on partnership

Great housing begins with relationships that are clear, accountable and built to last.

NEWPOINT Housing Group works alongside local authorities, landlords and housing partners to deliver professionally managed accommodation centred on safety, compliance and respectful resident experiences.

Our approach combines commercial discipline with responsive housing management. We aim to make every partnership straightforward: clear responsibilities, dependable communication and a shared commitment to quality.

Our commitment

To manage homes with care, act with integrity and create lasting value for partners, residents and communities.

Thank you for taking the time to learn about NEWPOINT. We look forward to exploring how we can work together.

Executive summary

A professional housing management partner connecting public-sector need with responsibly managed private-sector supply.

Temporary accommodation

Responsive accommodation solutions shaped around commissioning requirements and local need.

Landlord partnerships

Longer-term, professionally managed arrangements designed to reduce operational burden.

Resident support

A respectful, clear and responsive approach throughout the resident journey.

Housing management

Consistent day-to-day oversight, clear communication and accountable service delivery.

Compliance coordination

Structured property standards, records, inspections and escalation routes.

Partnership reporting

Practical updates and performance visibility appropriate to each agreement.

Our story

NEWPOINT was established in response to a simple market need: dependable housing management that balances the priorities of councils, landlords and residents.

Local authorities face sustained pressure to secure suitable accommodation. Landlords want reliable management, strong communication and confidence that their assets are being cared for. Residents deserve safe homes and services delivered with dignity.

NEWPOINT brings those interests together through structured partnerships and disciplined operations. We focus on doing the fundamentals well: understanding requirements, setting clear expectations, maintaining oversight and responding when circumstances change.

Our ambition

To become one of the United Kingdom's most trusted independent housing management organisations.

Vision & mission

OUR VISION

A trusted name in housing management

To be recognised for professionalism, integrity and long-term partnerships that contribute to stronger communities.

OUR MISSION

Safe homes. Clear standards. Lasting value.

To deliver safe, compliant and professionally managed housing solutions that create value for local authorities, landlords, residents and communities.

Our values

Our values are practical standards for how we communicate, make decisions and deliver our service.

Professionalism Consistency, accountability and attention to detail in every interaction.	Partnership Open collaboration focused on shared outcomes and long-term success.
Integrity Honest communication, responsible action and commitments we can stand behind.	Compliance A structured approach aligned with legislation, contractual requirements and good practice.
Community A belief that better-managed housing can support stronger neighbourhoods.	Respect Fair, clear and dignified treatment for every resident and partner.

Our services

A connected set of services designed to reduce complexity and strengthen delivery.

Temporary accommodation

Support for local-authority accommodation needs through suitable supply, clear mobilisation and professional management.

Property and tenancy management

Day-to-day coordination, communication, inspections, issue handling and record keeping.

Guaranteed rent and leasing

Structured landlord arrangements with clearly defined responsibilities, terms and management standards.

Compliance and property standards

Documented checks, monitoring and escalation processes appropriate to each property and contract.

Resident services

Clear onboarding, accessible contact routes, responsive issue management and respectful communication.

Local authority partnerships

Housing pressures require partners who understand that speed must be matched by standards, visibility and control.

Requirements-led mobilisation and clear points of accountability

Property information and documentation coordinated before placement

Defined communication, escalation and reporting arrangements

Responsive management throughout the accommodation lifecycle

A partnership approach shaped around local commissioning priorities

Designed around the brief

Every arrangement should reflect the authority's specification, contractual framework and agreed performance measures.

Landlord partnerships

A professional route for landlords who value dependable management, clear communication and long-term relationships.

One accountable partner

A clear management relationship and defined routes for day-to-day communication.

Property oversight

Routine monitoring and prompt escalation when attention is required.

A balanced partnership

We protect the long-term interests of the property while supporting the needs of residents and commissioning partners.

Structured arrangements

Responsibilities, access, maintenance and reporting agreed at the outset.

Reduced administration

NEWPOINT coordinates the resident and management interface within the agreed scope.

Housing management

Good housing management is visible in the details: accurate records, timely responses and issues carried through to resolution.

Onboarding

Confirm responsibilities, documentation, contacts and the resident welcome process.

Routine management

Maintain communication, coordinate visits and monitor agreed property and service standards.

Issue resolution

Log, assess, allocate and follow up actions using clear priority and escalation routes.

Move-on or handback

Coordinate notices, property checks, records and a controlled close to the arrangement.

Compliance & governance

Compliance is a continuous management discipline, not a one-off document check.

Property documentation tracked against defined requirements

Inspection activity recorded with actions and ownership

Repairs and safety concerns prioritised and escalated

Data handled through controlled, need-to-know processes

Partner and supplier responsibilities documented

Management information reviewed to identify recurring risks

Important

Exact statutory, contractual and local-authority requirements are confirmed for each service and property before mobilisation.

Property standards

Every home should be safe, suitable and presented to an agreed standard before occupation—and managed to preserve that standard.

Before occupation

Documentation review, condition assessment, essential safety checks and action closure.

Repairs response

Clear triage, competent contractors, resident updates and evidence of completion.

During occupation

Planned oversight, accessible reporting routes and proportionate inspection activity.

At handback

Condition review, outstanding action reconciliation and transparent records.

Resident experience

Professional management begins with treating people with dignity and making services easy to understand.

A clear welcome and explanation of responsibilities

Accessible channels for reporting issues and seeking support

Respectful, timely communication throughout the placement

Appropriate signposting where specialist support is required

Fair handling of concerns, feedback and complaints

Our principle

Residents should know who to contact, what will happen next and when they can expect an update.

From property to placement

A controlled pathway helps partners move efficiently while protecting quality at each decision point.

- 01 Understand** — Confirm need, specification, geography, timescale and responsibilities.
- 02 Assess** — Review property suitability, documentation, condition and outstanding actions.
- 03 Mobilise** — Agree contacts, records, access, resident information and service commencement.
- 04 Manage** — Deliver day-to-day oversight, communication, inspections and issue resolution.
- 05 Review** — Share agreed information, monitor trends and improve the service.
- 06 Close** — Coordinate move-on or handback and complete the record.

A confident start

The quality of a partnership is often set before the first resident moves in.

Define

Scope, property criteria, responsibilities, contacts and reporting expectations.

Verify

Required property information, evidence, readiness and outstanding actions.

Prepare

Resident communications, access arrangements, operational records and escalation paths.

Launch

Confirm commencement, monitor early activity and resolve mobilisation issues quickly.

Mobilisation outcome

Everyone understands the service, the property is ready, and the operating rhythm is clear from day one.

Repairs & maintenance

A repair is not complete when it is allocated. It is complete when the issue is resolved, recorded and communicated.

Report

Accessible channels and enough information to assess the issue.

Coordinate

Clear ownership, competent attendance and resident communication.

Emergency arrangements

Emergency definitions, contact routes and response requirements are agreed within each contract and communicated clearly.

Triage

Priority based on safety, severity, habitability and contractual requirements.

Confirm

Completion evidence, follow-up where needed and an accurate record.

Communication & reporting

Partners need concise information that supports oversight and action—not reporting for its own sake.

Named relationship and operational contacts

Agreed reporting frequency and data definitions

Open actions, priorities and escalation visibility

Property, repair, inspection and resident-service themes

Regular service reviews focused on improvement

Reporting principle

The format should be proportionate to the contract and designed around the decisions the partner needs to make.

Partner responsibilities

Strong delivery depends on responsibilities being explicit and understood on all sides.

NEWPOINT Deliver the agreed management service, maintain records, communicate clearly and escalate material risks.	Property owner Provide accurate information, meet agreed owner obligations and authorise or complete actions within scope.
Commissioning partner Set requirements, share relevant placement information and maintain agreed operational interfaces.	Residents Use the home responsibly, report issues promptly and engage with reasonable access arrangements.

Final responsibilities are always governed by the signed agreement and applicable law.

Why NEWPOINT

Our proposition is straightforward: professional management, thoughtful partnerships and disciplined delivery.

Partnership-minded

We look for shared outcomes and relationships that can mature over time.

Operationally focused

We value clear processes, ownership and follow-through.

Resident-conscious

We recognise that service quality is experienced by people in their homes.

Commercially responsible

We seek arrangements that are sustainable and transparent for every party.

Built to improve

We use feedback, service information and review points to strengthen delivery.

Risk management

Effective risk management begins with seeing issues early and making ownership unmistakable.

Suitability and documentation risks identified before mobilisation

Safety or habitability concerns escalated without delay

Actions assigned, prioritised and tracked to closure

Material service issues communicated through agreed routes

Recurring themes reviewed for preventive action

Proportionate control

Controls are calibrated to the service, property, contract and needs of the people involved.

Contractor & supplier standards

Residents and partners experience our suppliers as part of NEWPOINT. Their conduct and quality therefore matter.

Competence

Appropriate experience, qualifications and scope for the work assigned.

Evidence

Clear job information, completion records and supporting documentation.

Conduct

Professional, respectful behaviour in residents' homes and communities.

Performance

Monitoring of responsiveness, quality, communication and recurring issues.

Learning & performance

A strong operating model turns day-to-day activity into better decisions.

Listen

Capture partner, resident and supplier feedback through accessible routes.

Measure

Use agreed service information to understand demand, timeliness and quality.

Review

Discuss themes, exceptions and emerging risks at the right level.

Improve

Assign practical actions, confirm ownership and check whether changes worked.

A learning organisation

Performance is not only a score. It is a prompt to ask what the service should do next.

Looking ahead

NEWPOINT is building a housing management organisation designed for sustainable growth and long-term partnership.

Our priorities are to strengthen a dependable property network, deepen relationships with commissioning and landlord partners, and maintain the operational foundations required for responsible expansion.

Growth will be guided by the same principles that shape our service today: safe homes, clear standards, respectful resident experiences and commitments we can deliver.

Our direction

Grow carefully. Partner openly. Manage professionally. Improve continuously.

Let's build better housing partnerships

Whether you represent a local authority, own suitable property or are exploring a strategic partnership, we would welcome a conversation.

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Start a conversation

Contact details will be inserted here once the final publication information is confirmed.

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