

Housing Scrutiny Commission Introduction to Housing

June 2025

Director of Housing



Housing

The overall aim of Leicester City Council's Housing Division is to provide a decent home within the reach of every citizen of Leicester. Under this aim the priorities for the HRA budget are:

- Providing Decent Homes
- Making our communities and neighbourhoods places where people want to live and keeping in touch with our tenants
- Making Leicester a low carbon city by improving the energy efficiency of homes
- Providing appropriate housing to match people's changing needs
- Making Leicester a place to do business by creating jobs and supporting the local economy

Housing Development



- HEDNA identified need for 786 additional new homes per year
- Loss of 350 homes RTB per year
- 6500 on waiting list
- Development of new Council Housing
- Over 1100 Council Homes delivered over last term
- Ongoing delivery of 1,500 new build and acquisitions

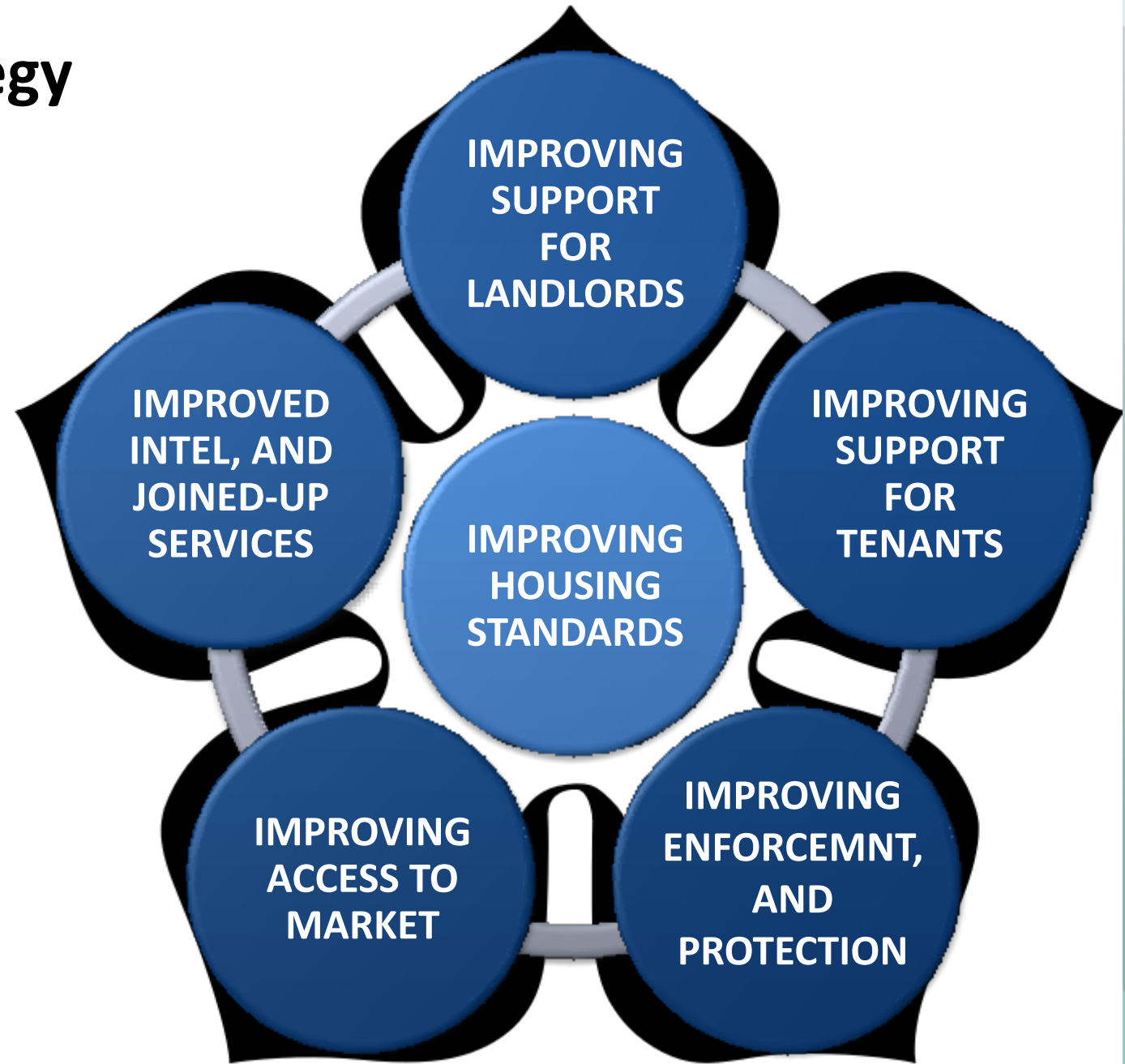
Homelessness Services

- Service Objective - to continue to deliver strong, effective homelessness functions to prevent, relieve and support the most vulnerable households facing homelessness.
- Commitment to work towards ending rough sleeping with a strong service offer and strategy over the next 3 years, supported by a successful bid of £2.3m.



Private Rented Sector Strategy

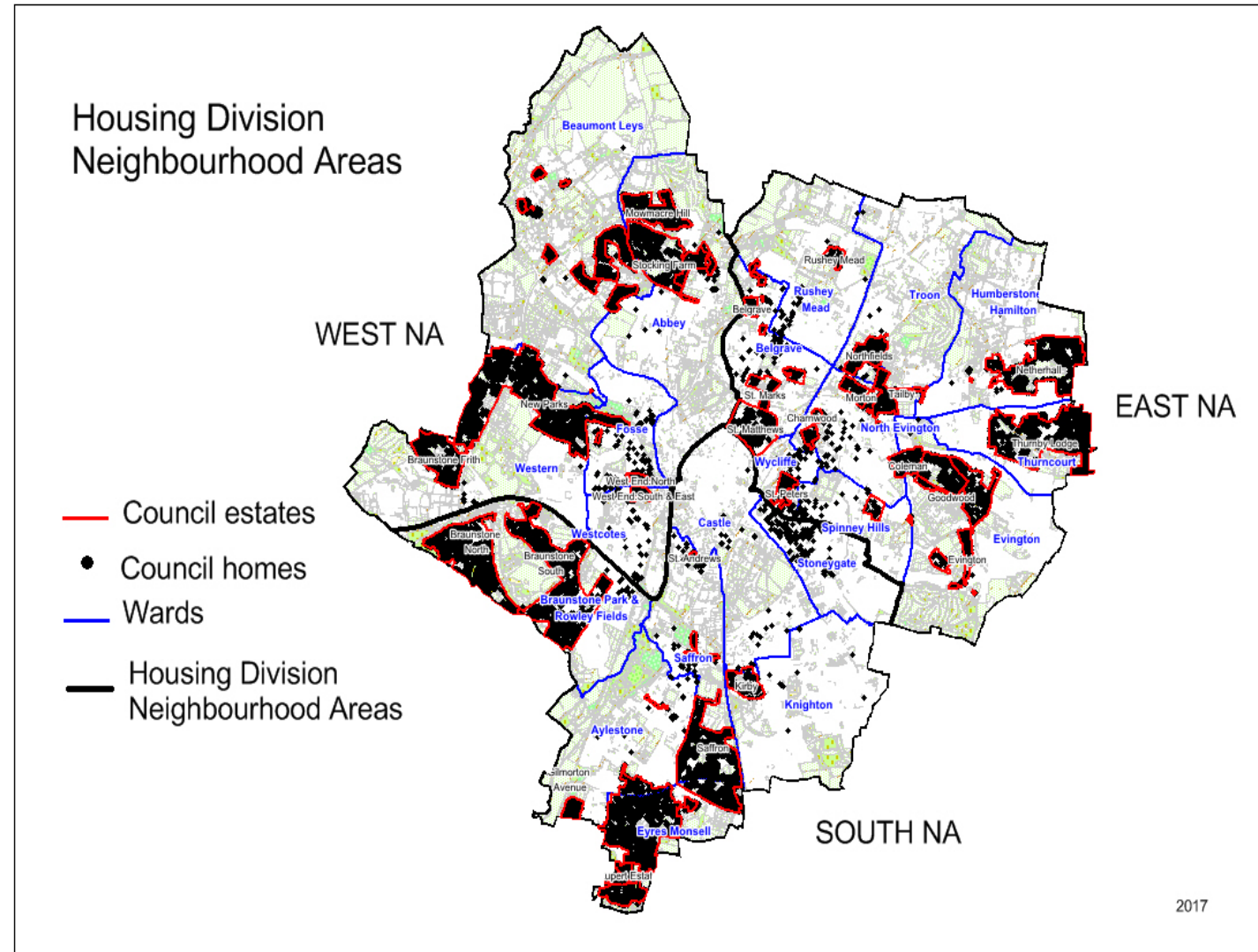
- Strategy led jointly by Housing, Neighbourhood and Environment, and Planning.
- Overarching aim to improve housing standards and conditions in the sector.



Support for Tenants

£100m in income collected every year- Funding:

- Support for tenants from Tenancy Management, STAR and the Income Management Team to sustain tenancies
- Partnership working with ASC, health, Children's services around safeguarding and health needs



Investing in Council Housing

- Investment into Council Housing through the capital programme every year
- 80,000 repair jobs completed annually
- Over 800 Void properties brought up to the 'decent home standard' every year
- Major refurbishment programme
- Environmental and communal works
- £4m invested in Public Realm Improvement Programme
- Estate improvements



Housing Senior Management Team
Contacts and Key Responsibility Areas



Chris Burgin
Director of Housing
0116 454 5143



Simon Nicholls
Head of Service
0116 454 5273

- Capital Investment
- New House Building and Acquisitions
- Home Improvement Team
- Housing Development
- Building Services
- Quality Control



Gurjit Minhas
Head of Service
0116 454 5144

- Districts – East
- Districts – West
- Districts – South
- Gypsy & Travellers Site Managements
- STAR (HRA)
- STAR (AMAL)



Caroline Carpendale
Head of Service
0116 454 1701

- Families Homelessness Housing Options
- Single Homelessness & Housing Options
- Rough Sleeping & Outreach



Zenab Valli
Head of Service
0116 454 3573

- Income Management Team
- Housing Administration
- Housing Transformation Team
- Programme Management – HTP/NEC
- Training Centre of Excellence, Apprentices, NIO Scheme



Charlotte McGraw
Head of Service
0116 454 5167

- Income Management Team
- Housing Administration
- Housing Transformation Team
- Programme Management – HTP/NEC
- Training Centre of Excellence, Apprentices, NIO Scheme



Joanne Russell
Head of Service
0116 454 0245

- Housing Registration & Allocations
- Property Lettings & Leicester Home Choice
- Private Rented Sector
- Fleet – Transport (Maintenance)
- Corporate Fleet
- Empty Homes
- Asylum



Sam Taylor
Head of Service
0116 454 0674

- Voids
- Housing Repairs & Maintenance
- Gas
- Electrical
- Stores (including DCI team)
- Housing Health and Safety
- Damp and Mould



Nilkesh Patel
Head of Service
0116 454

Adaptations
Housing Register
Fleet maintenance
Ukraine refugee support
Repairs and maintenance
Property lettings
Rent collection
Leaseholder management
Homeless services
Fire safety
Gypsy and traveller site management
Tenancy management
Sheltered housing
Tenant involvement
Tackling ASB
Void repairs
Passenger transport service
Tenancy support
Housing advice
Temporary accommodation
New build and acquisitions
Support for rough sleepers
Private rented sector advice
Building safety
Private rented sector advice
Environmental improvements
Homelessness Strategy
Private Rented Sector Strategy
Tenancy Strategy
Overcrowding Strategy
Adaptations Strategy