



## Tenancy Management Improvement Project

Housing Scrutiny Meeting  
10 December 2014  
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## Aim of Project

- The aim of this project is to identify efficiencies and service improvements to ensure the best use of resources, including buildings, for tenants and residents to access local tenancy management services.
- Savings that are made as a result of carrying out this project will be reinvested into council housing.



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## Red Quadrant External Assessment

Red Quadrant identified some key issues:

- pressure on the council to do more for less
- current job roles may not be fit for purpose in the future.

The assessment came up with a number of recommendations inline with the division's plans for the way forward.



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## So what are we doing?

We have set up the Tenancy Management Improvement Project to consider and put forward a proposal for service change. The project involves a number of reviews.



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## Next Steps – The Reviews

- **Service Review** – Nov 14 to Feb15 – look at how we improve our internal processes to improve our service and look at how our tenants contact us
- **Office Review** – linking up with Transforming Neighbourhood Services
- **Staff Review** – This will link in with the service and office review to ensure we have the right job roles



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## Step 1

### Review our tenancy management service

- Establish what local tenancy management work is currently being carried out?
- Impact of Responsive Repairs Improvement
- Identify opportunities for channel shift from Northgate, improving access to the service
- What role tenancy management staff will have in future
- We recognise the importance of you having clear points of contact



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## Step 2 Office Review

- Establish what type of offices we need in each area
- Link in with the work of Transforming Neighbourhood Services
- Co-locate services where possible including **STAR** (External assessment of STAR)
- Beaumont Leys, Mowmacre and New Parks offices – engagement has already started



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## Step 3 Staffing Review

Once we have established the new job role for tenancy management staff the director will start a staffing review following the Council's organisational change procedures.



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