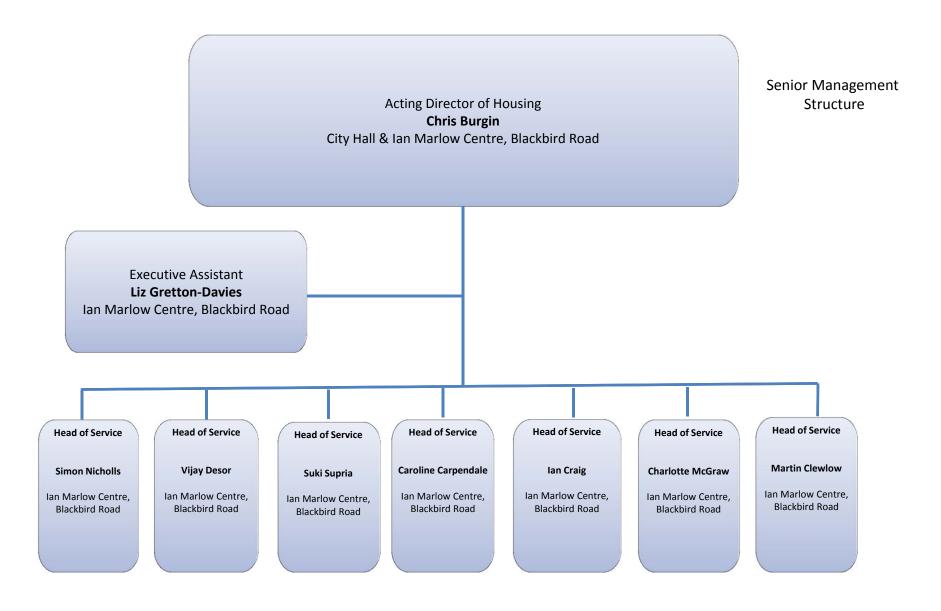


Housing Division Structure Chart

The Housing Division is responsible for Council Services to meet the aim of providing "a decent home within the reach of every citizen in Leicester"



Acting Director of Housing Chris Burgin

City Hall & Ian Marlow Centre, Blackbird Road 454 5143

Head of Service

Simon Nicholls

454 5273

Key Service Areas

Capital Investment

Housing Development

Empty Homes

Voids

Property Lettings & CBL

Building Services

Key Priorities

Capital Programme Spend & Delivery

Affordable Housing Programme & Building

Reducing Void Loss & CT Costs

Reducing Carbon Footprint

Delivery of the Lettings service

Technical Services Delivery – Planned

Maintenance

Headline Project & Service/Staffing Reviews

Voids Improvement Project

Fire Safety Project

Tower Block Refurbishment

Extra Care Schemes

Housing Technical Service Spending Review

Lead Areas

District Heating System & Engie

Contract Management

Division Procurement Plan

Management of Major Capital Projects

Water Hygiene

Asbestos Management (not waste)

Key Meetings / Groups

Sustainable Leicester Board

Affordable Housing Programme Board

Head of Service

Vijay Desor

454 5177

Key Service Areas

Income Management Team Districts – Braunstone

Key Priorities

Rental Collection of £85m

Headline Projects & Service / Staffing

Reviews

Universal Credit Fraud Project

LHA Cap Project (& Pay to Stay)

HT Phase 3 Delivery

Project Lead NG - Phase 3

Lead Areas

Income Collection

Homecome

Key Meetings / Groups

ASC Link (housing)

Northgate Programme Board

Head of Service

Suki Supria

454 5125

Key Service Areas

Districts - Saffron

Districts - Centre

Districts - Humberstone

STAR (HRA)

Family Support Service & Corner Club

Key Priorities

Delivery Lead of Tenancy Management Services Targeted delivery of Floating Support Services Environmental Budget

Headline Projects & Service / Staffing Reviews

Tower Block Project

Transforming Neighbourhoods Service - Housing Tenancy Management Improvement Project STAR Service & Spending Review

HT Phase 3 Delivery

Lead Areas

LASBU & Anti Social Behaviour

Equal Opportunity Lead

Estate Services (Grounds Maintenance /

Play Equip etc)

Grounds Maintenance

Key Meetings / Groups

PREVENT Board

TNS Steering Group

Acting Director of Housing

Chris Burgin

City Hall & Ian Marlow Centre, Blackbird Road 454 5143

Head of Service

Caroline Carpendale

454 1701

Key Service Areas

Homelessness Prevention & Outreach

Housing Options

Hostels & Supported Housing

STAR (GF)

Key Priorities

Eliminate Rough Sleeping

Delivery of Effective Homelessness Services

Phase 1 Homelessness Staffing Review

Phase 2 Housing GF Spending Review

Headline Projects & Service / Staffing Reviews

Phase 2 Housing GF Spending Review

Refugee Relocation

HB Cap - Supported Housing Model

Project Lead NG - Phase 3

Lead Areas

Housing Allocations Policy & Management of Councils

Housing Register

Statutory Homelessness

Private Sector Landlord & Tenant Functions

Rough Sleeping

Homelessness Strategy 2013-18

Voluntary Section / Faith Groups

Key Meetings / Groups

Homeless Reference Group

MAPPA 2 & 3

Corporate Parenting

Homelessness Partnership

NSNO Board

Northgate Programme Board

Domestic Violence Delivery Group

Head of Service

Ian Craig

454 5211

Key Service Areas

Districts - New Parks

Districts - Beaumont Leys

General Building Works

Gypsy & Travellers Site Management

Home Maintenance/Home Improvement Team

Divisional Administrative support services

Key Priorities

GBW Service Delivery

Delivery lead of Repairs Service

Technical Services Delivery – Repairs

Headline Projects & Service / Staffing Reviews

Review of Housing Administration Support Services

Responsive & Planned Repairs Improvement -

Implementation of Phase 2

H&S – (inc Hand Arm Vibration Project)

HTP Phase 3 Delivery

Project Lead NG - Phase 3

CCTV Replacement

Lead Areas

Divisional & Craft Health & Safety

Leaseholders

IMC Site Management

Severe Weather & Emergency Planning

Disabled Facilities Grants

Key Meetings / Groups

Trade Union Link

Acting Director of Housing

Chris Burgin

City Hall & Ian Marlow Centre, Blackbird Road 454 5143

Head of Service

Charlotte McGraw

454 5167

Key Service Areas

Housing Transformation Team

Programme Management - HTP

Homelessness Contract Monitoring

Business Support

Programme Management - Technical Services

Programme Management – Northgate

Key Priorities

Delivery Phase 2 Staffing Review & Implementation Plans

Develop Phase 3 Spending Review

Delivery of Channel shift across all service areas

Delivery of Housing targets in Technical Services Review

Departmental Project Work

Headline Projects & Service / Staffing Reviews

Northgate Phase 2

Northgate Phase 3

Channel Shift

Hardware Tablets
Technical Services Programme

HTP – Phase 2 Staffing Review & Implementation Project

Review & Renewal of Mobile Working Solution

HTP Phase 3 Spending Review

Performance Management Reporting & Operational Use

Lead Areas

Performance Management

Tenant Involvement

Service & Business Planning

Programme & Project Management

Key Meetings / Groups

Adults & Children's Safeguarding

Technical Service Programme Board

Northgate Programme Board

HTP Programme Board

Head of Service

Martin Clewlow

454 5128

Key Service Areas

Gas

Stores & Fleet

Work Planners

Training Centre of Excellence

Apprentices / Neighbourhood Improvement

Key Priorities

Fleet Management & Delivery of Fleet Reductions

Deliver Stores savings and improved service

Divisional Training & Development

Technical Services Delivery – Fleet & Stores

Headline Projects & Service / Staffing Reviews

Stores Review

Review & Renewal of Agresso IT System

Corporate Domestic Violence Project

Fleet Reduction Project

Trackers

Review of Housing Training Services

Responsive & Planned Repairs Improvement–Overall Project

Lead

Lead Areas

Workforce Planning

Out of Hours Emergency Repairs Service

Transport

Call Centre (TARS) & OOH telephone Contract

Apprentices

Waste Management Lead

Pinnacle Liaison

Key Meetings / Groups

Fleet Steering Group