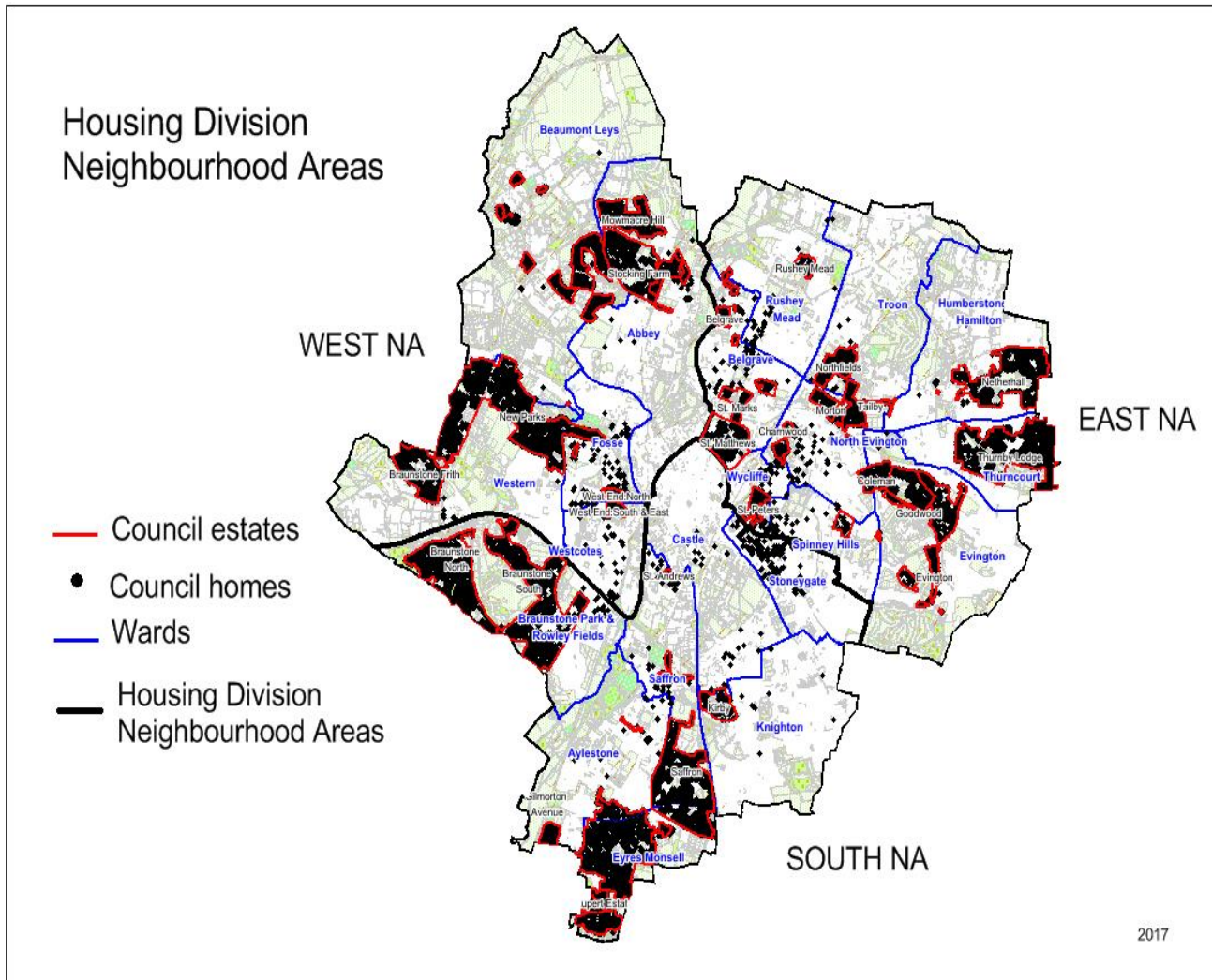


Suki Supria Head of Service

Ellen Watts, Marie Murray and
Nick Griffiths
District Managers

District Management



2017

Tenancy Management Roles

- Primary Housing roles are :
- District Managers - Strategic oversight of area and complex case Management
- Team Leaders – Operational Management and supervision of staff to deliver services
- Neighbourhood Housing Officers –patch management and daily case management
- Assistant NHO – fire inspection and assisting NHO

Priorities

- Tenancy Management and dealing with customer enquiries, tenancy changes/and enforcement
- Undertaking Welfare visits to the most vulnerable tenants and engaging with difficult to reach tenants
- Estate Management, communal inspections
- Dealing with Anti Social Behaviour , Harassment and Domestic Violence cases
- Improving the estates and environment. Environmental Budget (£750,000)
- Fire Safety inspections and arranging specified works
- Inspecting communal cleaning standards are maintained
- Working with agencies , support groups, ward councillors, police and TARAs to support tenancies and improve the environment
- Leaseholder support



Challenges

- The need to deliver more efficient front line services
- Impact of the welfare reform changes .
- Vulnerability and tenancy sustainment Introduction of Universal credit and the need for tenants to manage own monies
- TNS programme being rolled across the City has this has introduced changes in the way we deliver front line services
- Pressures on other service areas that have had reductions in funding and the impact on housing
- Flexible tenancies –challenges remain outstanding

Service Actions

- To develop action plans to support and sustain tenancies or provide suitable alternative accommodation
- To focus on more joined up working and integrated services with the NHS , Adult Social Care , GPs and agencies to fully support tenants within their home
- To visit tenancies to support changes of occupation, tenure and detect and investigate fraud
- To tackle anti social behaviour on our estates and deal with perpetrators
- To have a planned approach to managing and inspecting communal areas , landscaped areas and buildings to ensure compliance with regulations as well as maintain high standards
- To identify and agree with Ward Councillors and local people improvement schemes to be undertaken through the Environmental budget or other capital programmes.



Key Events

- Tower Block programme . Refurbishment of Framland House , Clipstone House ,Gordon House and now Maxfield House. GH all tenants are now back and MH is now vacant
- Welfare visits over 1176 action plans recorded so far
- Estate Wardens duties and roles have been reconfigured
- Conditions of Tenancy is currently being reviewed and is out for consultation
- Environmental budget – 17/18 approximately 45% of the budget (£750,000) has been spent so far. Schemes for 18/19 have been provisionally agreed

Questions

