

## Phase 2 Tenancy & Leasehold Services Reorganisation

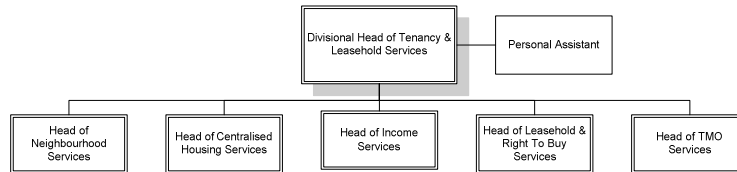
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Resident Liaison Group  
19 January 2011

### Background to Reorganisation

- Service previously delivered by partners
- Waste and duplication
- Target resources directly at the front line
- Achieve cost savings
- Improve service and performance
- Achieve consistency

## Senior Management Team



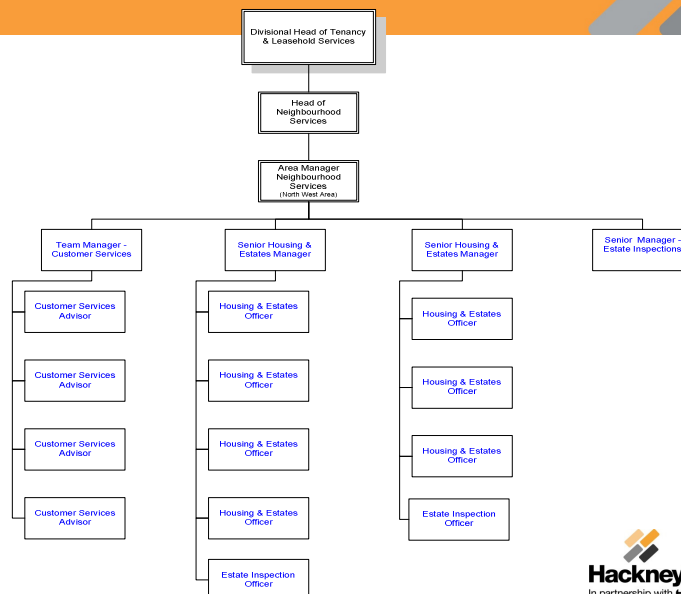
## Neighbourhood Services – Housing and Estates Proposals

- Consistency in terms of job function/descriptions across borough;
- Reduce patch sizes to circa 600
- 10 new Housing and Estates teams
- Develop relationships with TRA and RP responsibilities
- Estate inspection officers neighbourhood based
- Vulnerable visiting prioritised
- Improve services to leaseholders

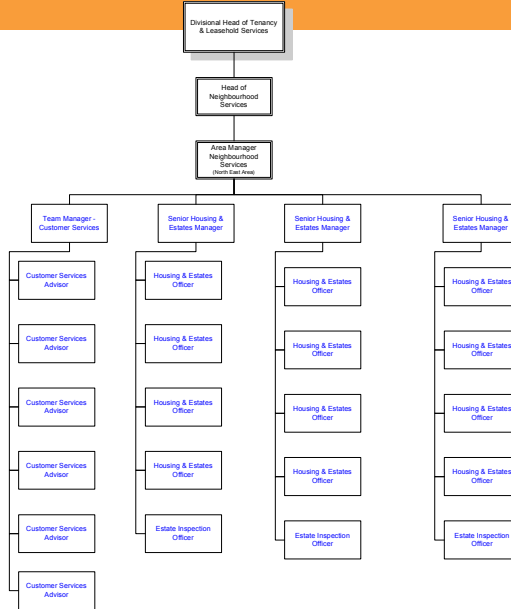
## Neighbourhood Services – Customer Services

- Achieve consistent approach
- 4 new teams
- New telephone answering arrangements
- Email and correspondence logging
- 80% of enquiries resolved at first point of contact

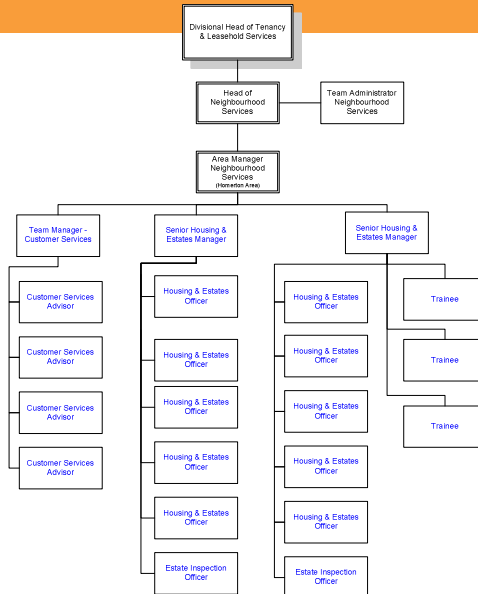
## Proposed Neighbourhood Services – North West Area



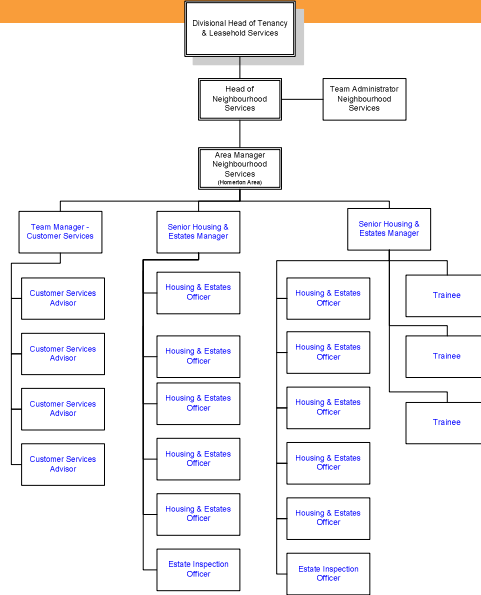
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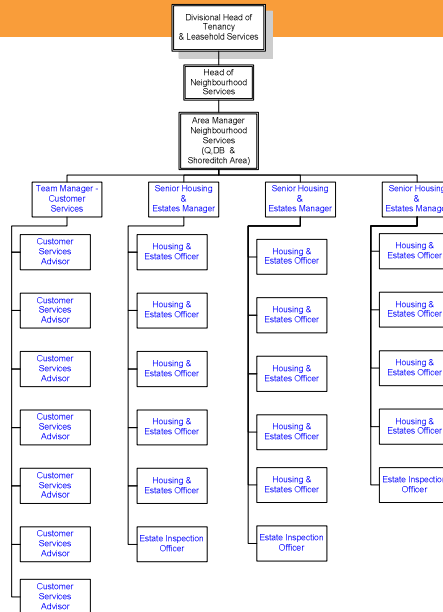
## Proposed Neighbourhood Services – North East Area



## Proposed Neighbourhood Services – Homerton Area



## Proposed Neighbourhood Services – QDB & Shoreditch Area



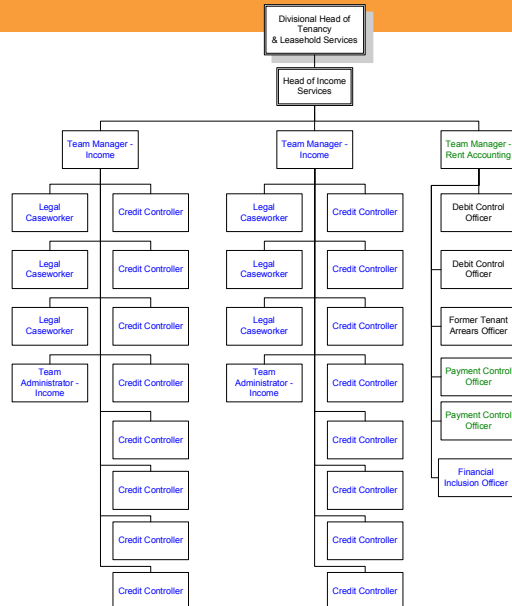
## Centralised Income Service – Income and Rent Accounting

- More consistent approach
- Sharing best practice
- Preparing for Welfare Benefit Reform implications
- Reduction in 2 Team Managers
- Income – North and South teams
- Increase in patch sizes – automated arrears process

## Centralised Income Service – Income and Rent Accounting

- Three new roles –  
Credit Controller  
Legal Caseworker  
Financial Inclusion Officer
- Escalation process aligns with Universal Housing IT system
- Early intervention to assist with Universal Credit implementation

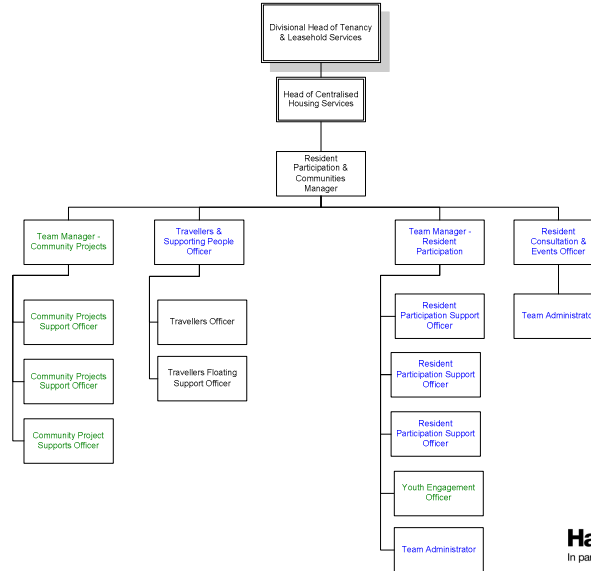
## Proposed Income Services



## Resident Participation

- Bring together community development and resident participation
- Change in role for Resident Participation Officers
- Liaison with Panels
- Support for tenants groups
- Increased role for Housing and Estate Managers

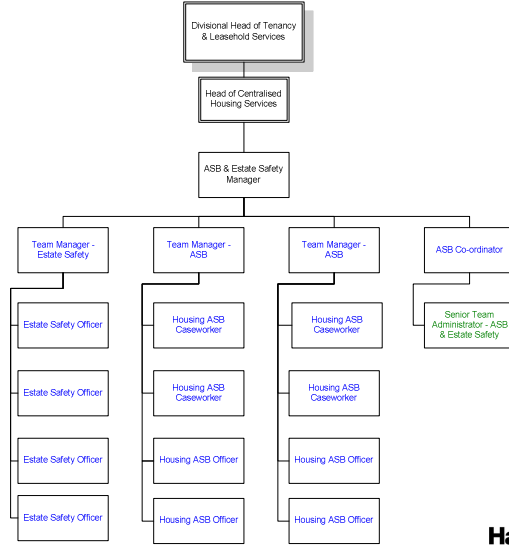
## Proposed Resident Participation & Communities Team



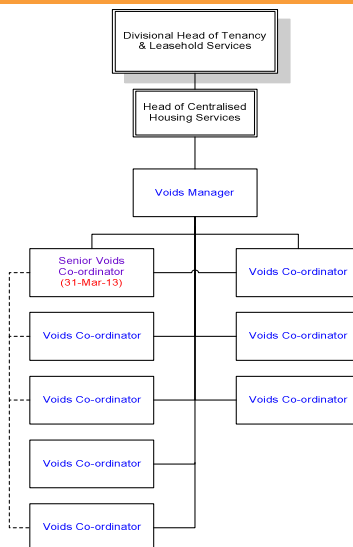
## ASB and Estate Safety

- Current position:
  - Inconsistent case handling
  - Poor satisfaction levels
- Centralise service in one location
- Improve consistency
- Increase contact with victims
- Improve customer service skills
- Liaison with Estate Management

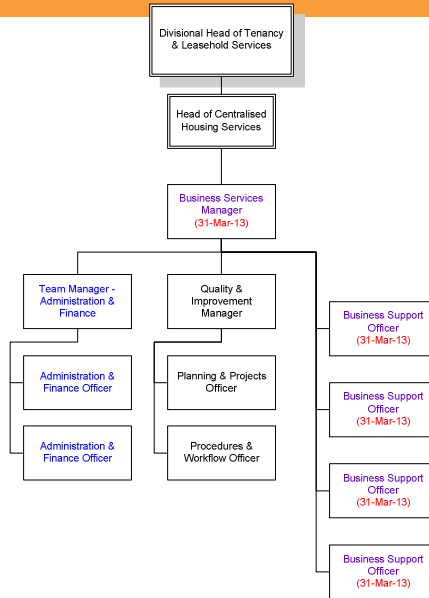
## Proposed ASB and Estate Safety Team



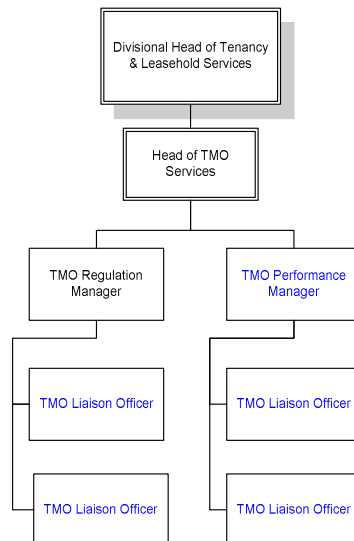
## Proposed Voids Team



## Proposed Business Services Team



## Proposed Tenant Management Organisation Services Team



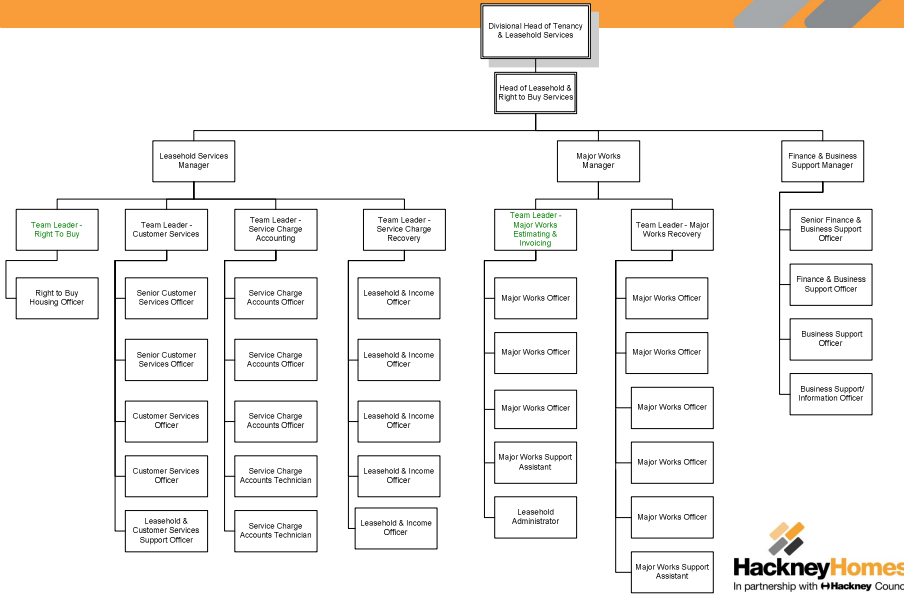
## Factors Influencing Reorganisation

- IT Improvements
- Reduced capital programme
- Business support requirements
- Changes in government policy

## Work in Progress

- Neighbourhood Management Charge
- Administrative Charge
- Estate Inspection Team
- Staff Training
- New Tenancy Agreement – Implications for Lease

# Proposed Leasehold Services & Right to Buy Team



ANY QUESTIONS

