EXISTING HOUSING AND PROPERTY SERVICES MANAGEMENT STRUCTURE

Head of Housing & Property Services

Sustaining Tenancies Manager

Assets Manager

Housing Strategy and Development

- Tenancy Management
- Anti-social behaviour
- Safeguarding issues for housing tenants
- Warwick Response
- Sheltered housing
- Supported housing
- Current tenant arrears recovery
- Garage tenancy arrears recovery
- Former tenant arrears
- Money advice & financial inclusion for housing tenants
- Cleaning of housing block communal areas and corporate properties
- Responsive, void, heating and lift repairs; planned maintenance; safety testing and hazard removal; condition surveys to HRA and corporate properties and other corporate assets e.g. paths, car parks, footways and lighting columns
- Management, marketing and reletting of corporate non-operational properties

- Homelessness
- Housing Register
- Letting of HRA homes
- Housing Strategy
- Housing Development Programme
- Private sector housing policy and regulation
- HMO licensing
- Disabled adaptations (to April 2017)
- Gypsies & travellers
- Tenant and leaseholder engagement
- Management of service area ICT systems
- Rent and charge increases/billing/debit
- Invoice processing