

List of main Housing and related activities

Landlord Functions

Tenant Services:

- Tenancy management
- ASB investigation / management
- Neighbourhood management (estate inspections etc)
- Lettings
- Transfer enquiries
- Mutual exchanges / changes to tenancy
- New tenant visits
- Permissions

Sheltered Housing:

- Assessment of applicants
- Support Plans
- Tenancy visits
- Liaison with external services
- Health & Safety Inspections
- Liaison with internal services

Income Management:

- Rent Collection
- Arrears recovery
- Former tenant arrears
- Leasehold Service Charges
- Leasehold management
- Right to Buy Administration
- LA CORE
- NROSH
- Filing / Records Management
- Garage waiting list / tenancy management

Repairs & Technical Services:

- Response repairs service
- Pre & post inspections
- Void repairs
- Repairs invoicing
- Telephone call handling
- Disabled adaptations
- Gas Servicing
- Window cleaning / communal area cleaning
- Assisted Gardening Scheme
- Older Persons decorations
- Re-chargeable repairs
- Environmental improvements
- Programmed maintenance (lifts, fire systems, alarms etc)

Major works management including:

- Development of future programme (Decent Homes etc)
- Stock condition surveys / maintenance of database
- Contract management
- Management of improvement works (kitchens, bathrooms, re-wires, roofing, heating etc)
- Electrical testing
- Direct labour

Tenant Consultation and Participation:

- Participation structures
- Consultation projects
- Tenants website
- STATUS survey
- Resident Auditors
- Resident Groups
- Area forums

Non landlord housing activities

Private Sector Housing:

- Property Condition Surveys
- HHSRS
- HMO Licensing
- Renovation Grants
- Disabled facilities Grants

Strategic Housing Services (all 8 DC's) including:

- Housing Strategy – development, implementation and review
- Policy development
- Viability Studies
- Developer & RSL liaison/negotiations (including S106's)
- Housing enabling projects
- Empty Homes (strategy, operational issues)
- Liaison with planning (re: individual sites and LDF / policy development)
- Liaison with external partners – HCA, DSHG, LAA, SP, HMA partners, DCC
- Housing Needs (including homelessness, housing advice, Home Choice)
- Homelessness Strategy – development, implementation & review
- Rough Sleepers – SHOT team
- Out of Hours service
- Special projects
- External Liaison – voluntary sector partners
- Gypsy and Travellers
- Performance Monitoring including benchmarking, audits, and service improvement plans, Inspection, Chartermark etc.