

## **HOUSING OPTIONS DIVISION**

**Director – Mike England**

**Head of Housing Advice and Assessment – Toby Graves**

**Head of Allocations, Home Buy & Property Solutions – Glendine Shepherd**

### **The Teams**

**1. h&f Advice – Manager – Nicola Estherby - [h&fadvice@lbhf.gov.uk](mailto:h&fadvice@lbhf.gov.uk)**

- First approach
- Screening interviews of housing needs
- Homelessness prevention
- Registering for Direct Lettings
- Housing register applications
- Internal Reviews of Housing register applications
- Home visits
- Public telephone calls
- Domestic violence specialist service – Housing IDVA
- Homelessness Case work

**2. PATHS – Manager - Lucy Baker – [paths@lbhf.gov.uk](mailto:paths@lbhf.gov.uk)**

- Supported Housing management
- Referrals to supported housing
- Assessment of Single homeless people
- Move-on referral out of supported housing
- Specialist advisors in areas of:
  - Learning disabilities
  - Drug and Alcohol
  - Probation and re-offending
  - Floating Support
  - Young people 16-25
  - Mental Health
  - Domestic violence
  - Rough sleepers

**3. Complex Cases and Reviews Team – Manager - Brendan Morrow (temp)**

- Complex cases – homelessness
- Statutory reviews of No duty homelessness decisions
- Statutory reviews of Transfer applications
- Statutory reviews of Suitability of Accommodation
- Asylum and No Recourse to Public Funds Case work
- Tenancy Relations casework

**4. Allocations Team – Manager - Gerry Crowley**

- Allocation of bed and breakfast accommodation – [temp.allocations@lbhf.gov.uk](mailto:temp.allocations@lbhf.gov.uk)

- Allocation of long term temporary accommodation – [pemp.allocations@lbhf.gov.uk](mailto:pemp.allocations@lbhf.gov.uk)
- Allocation of permanent council accommodation - [perm.allocations@lbhf.gov.uk](mailto:perm.allocations@lbhf.gov.uk)
- Allocation of sheltered housing – [perm.allocations@lbhf.gov.uk](mailto:perm.allocations@lbhf.gov.uk)
- Allocation of permanent housing association accommodation – [perm.allocations@lbhf.gov.uk](mailto:perm.allocations@lbhf.gov.uk)
- Transfer applications – [perm.allocations@lbhf.gov.uk](mailto:perm.allocations@lbhf.gov.uk)
- Introductory tenancies reviews – [perm.allocations@lbhf.gov.uk](mailto:perm.allocations@lbhf.gov.uk)

#### **5. Temporary Accommodation Team – Manager - Diane Jackson (temp)**

- Managing all forms of temporary accommodation
- Hostel services
- Bed & Breakfast
- Private sector leased accommodation
- Housing Association leased accommodation
- Rent and Income collection

#### **6. HB Assist Team – Manager - Joseph Pascual**

- Mitigating the impact of Welfare Reform 2012
- Preventing homelessness and sustaining tenancies affected by the Benefit Cap
- Project Board – oversees welfare benefit mitigation and joint working arrangement
- Job Centre Plus / One place to help secure work
- DHP assessments
- Working with Registered providers to prevent homelessness

#### **7. Property Procurement Team – Manager – Daren Daly – [propertytoilet@lbhf.gov.uk](mailto:propertytoilet@lbhf.gov.uk)**

- Negotiate, procure and inspect properties from landlords for private renting
- Deal with rent deposit guarantee claims arising from existing clients
- Negotiate, procure and inspect properties for Long term Temporary accommodation
- Negotiate, procure and inspect temporary accommodation from managing agents and providers through a number of weekly licensed schemes
- Negotiate, procure and inspect B&B accommodation to meet emergency housing need
- Negotiate, procure and inspect shared and self-contained accommodation for Asylum seekers
- Monitor properties are Health & Safety compliant and meet service standards

#### **8. h&f Home Buy Team – Manager - Labab Lubab – [h&fhome-buy@lbhf.gov.uk](mailto:h&fhome-buy@lbhf.gov.uk)**

- Home Buy provide a free front-line advisory service for all affordable housing enquiries. (reception, telephone and e-mail)
- Marketing of all affordable housing properties in H&F to H&F residents and workers.
- Allocation of all affordable home ownership properties in H&F to H&F residents and workers.
- Allocation of all intermediate rental properties in H&F to H&F residents and workers.
- Allocation of all affordable housing ‘re-sale’ properties in H&F to H&F residents and workers.
- Management of Discount Market Share sales.
- Management of the Leasehold After Sales programme which includes:
  - i) Loft sales
  - ii) Land sales
  - iii) Freehold sales
  - iv) Lease Extensions
  - v) Landlord’s Licence for alterations
- Administration of the statutory Right to Buy scheme.
- Administration of share sales for Rent to Mortgage.