

HOUSING SERVICES DIVISION

Interim Director – Geoff Wharton

Interim Head of Neighbourhood Services – Jane Martin

Head of Housing Performance and Client Services – Client Management – Richard Sorensen

Head of Estates Services – Client Team – Sharon Schaff

The Teams

1. Neighbourhood Services

- **Peter Hannon – Neighbourhood Services Manager – hammersmithnorth@lbhf.gov.uk**
 - **Anna Hansle – Housing manager**
 - **Uche Aliloha – Housing manager**
 - **Declan Teague – Housing manager**
- Neighbourhood Services
- Tenancy management and enforcement of tenancy condition
- Property viewings
- Advice and Support for tenancy issues
- Lower level anti-social behaviour where breach of tenancy agreement
- Tenancy checks dealing with unauthorised occupation
- Tenancy fraud

2. Sheltered Housing – Managers - Tom Buckley & Joyce Springer – ShelteredHousing@lbhf.gov.uk

- Carrying out viewings
- Sign-up new tenants
- Manage tenancies
- Collect rent
- Deal with low level anti-social behaviour
- Manage weekly walkabouts
- Work closely with sheltered housing representatives

3. Service Improvement & Occupancy Team – Manager – Cate Evans -housing.solutions@lbhf.gov.uk

- Improving services in the North of the borough
- Delivering performance management systems
- Offering advice and assistance to tenants who are overcrowded
- Offering advice and assistance to tenants who are under-occupying
- Supporting tenants who are affected by welfare reforms

4. Housing Performance and Client Team

Saz Siddique - Interim Central Service Manager

- Manages the council's garage stock
- Manages temporary relocation of tenants
- Service Improvement in housing services

Stephanie Bollen-Hickman - Interim Service Improvement and Resident Involvement Manager

- Supports tenants and residents associations (TRAs) within the council's housing stock
- Facilitates resident involvement and consultation
- Service Improvement in housing services

Leah Hughes - Client Contract Manager (Housing Management, South)

Shaun Dunleavy - Client Contract Manager (Housing Management, North)

- Act as the "Client" for the housing management contract in the south of the borough and the in-house housing management team in the north.
- Monitors Service Level Agreements between Housing Services and other council teams
- Monitors housing management performance and quality
- Improves services on estates

5. Estate Services Client Team

- **Sharon Schaaf – Head of Estate Services**
 - **Peter Bull – Quality monitoring**
 - **Paul Danek – Central estates services**

Quality Monitoring Team – Peter Bull

- Client the Pinnacle services contract
- Refuse collection on housing estates
- Grounds maintenance on housing estates
- Provide the Estate support and Security service
- Manage the resident lead Housing improvement project fund
- Manage HRD landlord utility bills

Estate Support and Security Service for Concierge Team - Paul Danek

- Carry out physical block checks
- Patrolling estate grounds
- Operating and monitoring the controlled access systems across the estates
- providing intelligence to partner agencies
- Acting as an information point for residents and visitors wishing to access council services
- Reporting repairs for residents
- Monitoring repairs appointments with Contractors

6. Pinnacle Housing Services – Operations Director – Roger O'Sullivan

Pinnacle delivers neighbourhood services to Council residents in the South of the Borough and Estate services to Council tenants across the borough

- **Simon Messenger – Contract Director**
 - **Colin Thomas – Area manager**

- **Raj Kanda – Area manager**

- **Housing Services – Colin Thomas**

- Tenancy management and enforcement of tenancy conditions
- Property viewings and sign up of new tenants
- Advice and support for tenancy issues
- Low level anti-social behaviour where there is a breach of the tenancy conditions
- Attend estate inspections and co-ordinate actions
- Tenancy checks dealing with unauthorised occupation
- Tenancy fraud
- Working with tenants and residents' associations (TRAs)
- Community development eg worklessness

- **Care-Taking Services (North and South) – Raj Kanda**

- Report Repairs
- Liaison with other Council services such as Serco
- Fly tip Removal
- Attend estate inspections and report repairs
- Undertake annual deep clean to blocks
- Working with tenants and residents' associations (TRAs)