

LBHF

RENT INCOME TEAM

Team Structure

- **Team phone number 020 8753 6032 Monday to Friday 9am – 5pm**

Duncan Brown – Project Manager duncan.brown@lbhf.gov.uk - 020 8753 4017 - 07917656047

Herbbie Clarke – Income Manager herbbie.clarke@lbhf.gov.uk 020 8753 3017 - 07825833661

Velma Baptiste – Team Manager velma.baptiste@hfbp.co.uk 020 8753 3767 – 07795266410

Kemi Olusegun – Team Manager kemi.olusegun@lbhf.gov.uk 020 8753 3658 - 07879112422

- 10 Rent Income Officers (responsible for approximately 1100 resident rent accounts divided into geographical areas)
- 1 Welfare Benefit Officer (provides money and debt advice and issues Food Bank vouchers)
- 2 Court Officers (apply for possession hearings and represent the council in court)
- 6 Rent Services Officers (setting up direct debits, dealing with rent refunds and customer service)
- 2 interns (answering initial telephone enquiries)

Maximising income and sustaining tenancies

Recent changes and initiatives are:

- Providing each resident with a dedicated Officer to contact about the rent account
- Home visits from October to December 2014 of over 1000 residents identified most at risk of not paying the rent during December
- Producing a 'menu of support' to provide at home visits and to include in the 'sign up' pack for new residents
- Contacting advice agencies to develop partnership working that will support sustaining tenancies
- Property list with named Rent Income Officer, direct dial number and email address, and their line manager name and direct dial number will be shared with Advice Agencies.