Neighbourhood Managers: Our Role at KBC





5 Neighbourhood Managers

- Glyn Dowdell: Town Centre North End, Grange Estate and Pytchley
- Shelley Hallen: Kettering Town East, Geddington and Weekley
- Alison Spence: Burton Latimer, Broughton, Cransley, Loddington and St Mary's Kettering
- Leanne Hunt: Highfield Est, Pytchley Road Estate, Desborough, Wilbarston, Weston-by-Welland, Ashley, Stoke Albany
- Anne Coulson: Rothwell, Barton Seagrave, Central Avenue area, Braybrooke and Harrington

Examples of what we do

- Tenancy Management (3,800 council homes)
- Succession/survivorship and assignment
- Home/welfare/introductory tenancy visits
- Abandoned properties
- Anti Social Behaviour
- Voids
- Estate Management
- Multi Agency/Partnership Working
- Admin Work



Environmental Improvements

- Small Annual Budget
- Possible schemes identified at Estate Inspections
- Flexibility to do several small improvements or a larger project
- Tenant Consultation



Environmental Improvements: Anne

- Orchard Field, Cranford
- Identified by tenant representative and local residents- ongoing problem
- Main problems
 - small car park
 - inconsiderate parking
 - 2 car households
 - visitors



Proposals

- Car park to be white-lined to maximise /define space
- Cost of £300
- Letter to all tenants re proposals
- Preliminary work/costings complete
- Due to be carried out in the new financial year
- Follow up survey to gauge satisfaction



Estate Inspections: Shelley

- Monthly/quarterly inspections
- Objectives- to improve and maintain clean and tidy areas
- To provide a visible and proactive presence
- A pleasant and safe environment to live
- Tenant representative input invaluable
- Identify actions both positive and negative



Example of Issue Identified from Estate Inspection

- Tenant had removed retaining wall
- Action noted
- Further visit with surveyor
- Contact made with tenant
- Options discussed/ confirmed in writing
- Positive outcome





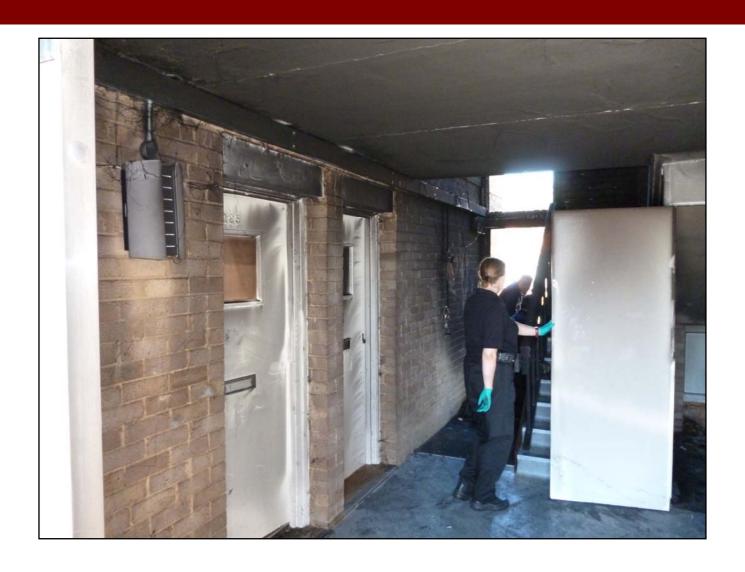


Fire at Highfield Road Flats: Leanne

- Fire occurred at 123-129B Highfield Rd on 23rd
 July 2012
- Fire began in the communal area under the stairs and caused severe damage
- 12 households were made homeless as a result
- Temporary accommodation was provided to all who needed it
- 11 households have secured another property via Keyways, one is returning
 Kettering

Borough Council

The Damage



Succession: Alison

 Succession: Where a tenant passes away there may be an eligible family member who may have rights of succession.

Case Scenario:

Tenant passed away leaving son in property.

- Eligibility to succeed?/Investigate
- Contact son for proof of residency



Anti Social Behaviour

Environmental Health began receiving noise complaints

Access denied/ concern regarding property damage

Police intervention/access gained

Here is what I found:



Photographic Evidence





Outcome

- Notice Served
- Criminal damage pursued
- Quiet enjoyment reinstated for neighbours
- Property undergoing remedial works for relet
- Accommodation Concern input



Regeneration of Holyoake Court: Glyn

- 32 properties at Holyoake court (+ two leasehold)
- 11 one bed flats and 21 bedsits
- From May 2012 introduced a Local Lettings Policy
- More intensive sign up process
- Tenancy and LifePlan support given to new tenants
- This will be an ongoing project for any new tenants



Before







After







Any Questions?

Merry Christmas and Happy New Year from the Neighbourhood Managers!



