

Neighbourhood Managers: Our Role at KBC



Kettering
Borough Council



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

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!

