



CHANGES TO THE HOUSING TEAM APRIL 2022



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<https://forms.office.com/r/iUVDLyNbzZ>



CHANGES TO THE HOUSING TEAM

As part of a review of staffing arrangements across the City of London Corporation, the Housing team is making some changes to local estate teams and some of its 'back office' services.



WHAT IS CHANGING?

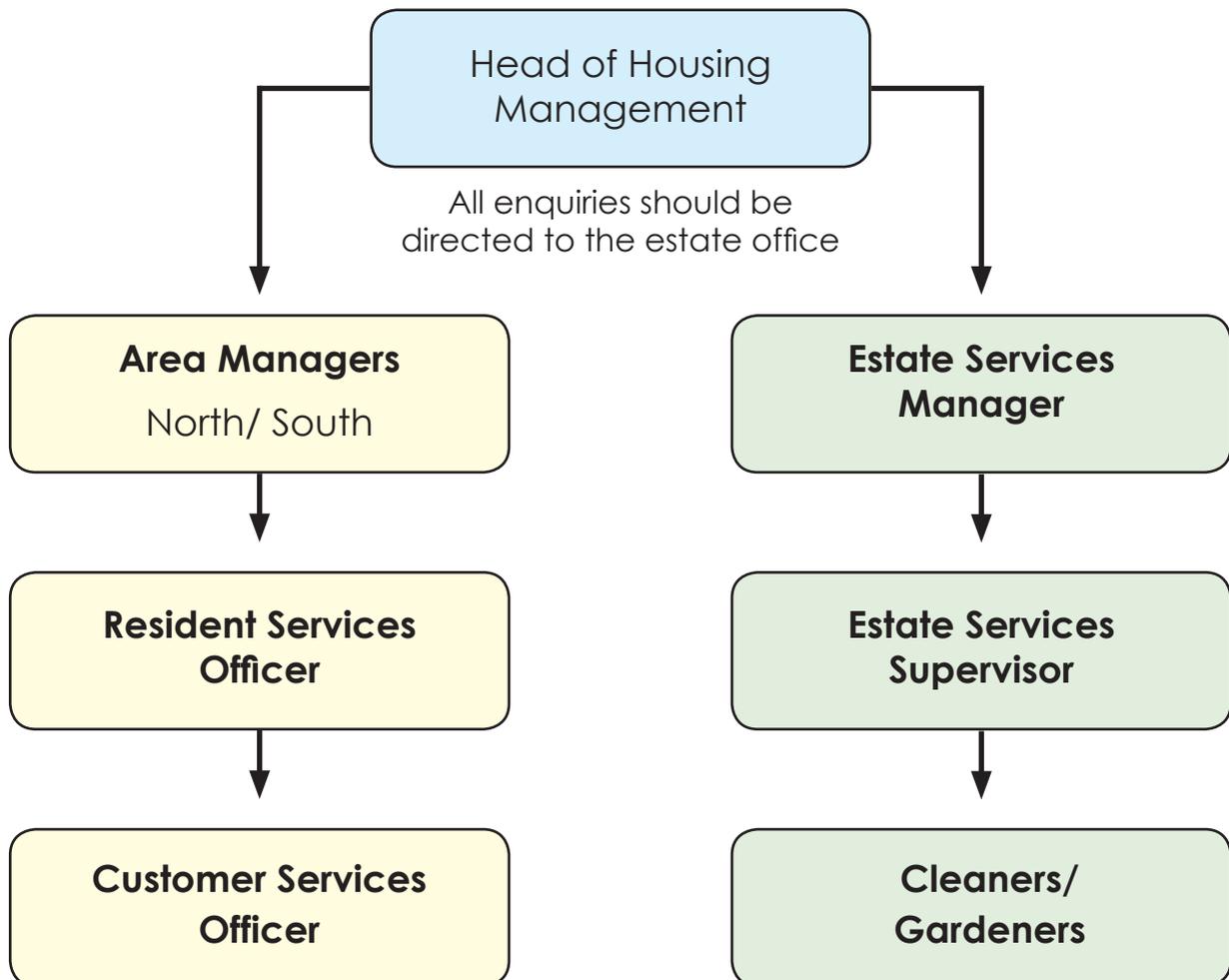
We are phasing out certain job roles and introducing some new ones, but overall staffing levels on your estate are not changing.

The current Estate Manager and Estate Officer posts, which deal with both housing and estate matters, are being phased out. We are bringing in new specialist job roles which will have clearer responsibilities. These new posts will continue to be based locally on your estates.

The changes are intended to make it clearer who is responsible for what, and to improve customer service and estate standards on City of London estates.



CITY OF LONDON HOUSING STAFF STRUCTURE



All enquiries should be directed to the estate office

Responsible for resident property and tenancy/ lease issues

Responsible for communal parts of the building and grounds



RESIDENT SERVICES OFFICERS

Will take the lead on helping residents with housing related issues, essentially anything relating to your home or tenancy. These staff will also promote resident involvement and engagement, for example supporting the work of Residents' Associations on your estate. There will be five Resident Services Officers, covering the same patches as the current Estate Managers:

- Avondale Square Estate
- Golden Lane Estate
- Middlesex Street, Dron House and Windsor House
- Southbank Estates, Sydenham Hill, William Blake Estate and Horace Jones House
- York Way and Holloway Estates



ESTATE SUPERVISORS

Will manage Porter/Cleaners and Gardeners and will focus on cleaning, caretaking, and gardening services on your estate. They will be part of the new Estate Services team, which will be led by the Estate Services Manager. There will be one Estate Supervisor for each of the areas listed above.



GARDENERS

Will be based on many estates, to carry out grounds maintenance and light landscaping duties. We are bringing all gardening services in-house and ending gardening contracts.



CLEANING STAFF

Some former Resident Estate Officer posts will be replaced with full time cleaning staff, following recent retirements in the team.



RENT AND ARREARS STAFF

The Rents Team and our Income Recovery Officers are being brought together in one team – the Income Team. The Income Recovery Officers will now be managed centrally but will continue to be based at local estate offices, to ensure they are accessible to tenants.



RECRUITMENT TO NEW POSTS

Due to the changes across the Corporation, permanent recruitment was paused for a while. We have had temporary arrangements in place to provide cover on some estates and we are now starting to recruit permanent staff to any existing vacancies, and the new roles we have created. This is now well underway and we will continue to cover any vacancies using agency staff in the meantime.



FURTHER INFORMATION

We will write to you again soon to give you details about your local team, how to contact them, and more information about what each staff member deals with. We also plan to hold events on your estates to give you a chance to meet the teams. In the meantime, please see the contact details below.

IMPORTANT CONTACT DETAILS

Please continue to refer housing and estate queries to your local estate office, unless you need to speak to one of our central teams (for example, about a repair or a rent query).



BENEFITS

020 7332 1343 | benefits@cityoflondon.gov.uk



ESTATE OFFICES

- Almshouses: **020 7274 1337**
- Avondale Square: **020 7237 3753** | AvondaleSquareEstate@cityoflondon.gov.uk
- Holloway: **020 7607 3119** | DCCS.HollowayEstate@cityoflondon.gov.uk
- Golden Lane: **020 7253 2556** | GoldenLane@cityoflondon.gov.uk
- Harman Close: **020 7237 1696**
- Isleden House: **0207 226 2892** | Isleden.House@cityoflondon.gov.uk
- Middlesex Street, Dron House, Spitalfields and Windsor House: **020 7247 4839** | mse@cityoflondon.gov.uk
- Southwark, Horace Jones and William Blake: **020 7620 3702** | Southwark@cityoflondon.gov.uk
- Sydenham Hill: **020 7620 3702** | Sydenham.Hill@cityoflondon.gov.uk
- York Way: **020 7607 3119** | YorkWay.Estate@cityoflondon.gov.uk



ESTATE SERVICES (CLEANING, CARETAKING AND GARDENING)

You can report issues relating to cleaning and grounds maintenance on your estate by email: [estateservices@cityof ondon.gov.uk](mailto:estateservices@cityofondon.gov.uk)

If you would like to speak to someone instead, please call your local estate office



OUT OF HOURS EMERGENCIES

Repairs – between 5:00pm and 8:00am, emergencies only, call **0800 035 0003**

For urgent estate matters outside normal office hours, other than repairs, please call **020 7256 6583**



REPAIRS

0800 035 0003 | propertyservices@cityoflondon.gov.uk



RENT AND ARREARS ENQUIRIES



RENT ACCOUNTS/PAYMENTS

020 7332 3937 – (ask for housing rents)
DCCS-rentsteam@int.cityoflondon.gov.uk



RENT ARREARS

To contact us about rent arrears, please call your local estate office or email us at incomerecoveryofficer@cityoflondon.gov.uk