**Tenancy Management Restructure**

In autumn 2015, consultations were held with relevant staff about merging the Council’s Garage Team and Void Property Officer Team into the Tenancy Management Team. Both the Garage and Void teams sat within Direct Services at that time.

The key driver is a more efficient customer focussed and joined up service with specific objectives as follows

* Greater integration between tenancy management, allocations and voids through the entire voids process, with an improved customer journey with a single point of contact from the point of viewing a void property, through the lettings process and for the duration of the tenancy.
* Improved integration of garage management with tenancy services, general estate management and corporate asset management
* Realisation of a post saving to the general fund

Prior to the restructure, a Tenancy Management Officer would manage a property while a tenant was in occupation, and when the time came, deal with any issues around tenancy termination (death/transfer etc) with the outgoing tenant. When the property keys were returned, the Void Property Officers took over responsibility for the property, showing prospective tenants around the property, making the offer and signing the new tenant up, after which responsibility for the property passed back to the Tenancy Management Officer. This didn’t provide effective continuity of customer service and was inefficient in terms of staff time spent exchanging information.

The Garage team was a small team which managed the allocation of 4,000 Council owned garages across the city. As well as integrating the only area of the Council’s property asset base that was managed outside Housing & Property, the restructure provided resilience in terms of staff cover, which was not possible while it remained such a small team in Direct Services.

The structures pre and post the restructure are shown at the end of this briefing.

Although the restructure became effective in November 2015, all bar two of the staff who were in the Direct Services teams left before the restructure took place. This led to a significant recruitment exercise and then training the existing as well as new staff. The new arrangements for Tenancy Management Officers being responsible for void properties on their patch only became operational in April/May 2016. Many of the previous procedures and processes are being re-engineered to work within a generic working environment rather than a specialised one, including a focus on minimising end to end times on key events within the void process to reduce overall void times.

Any queries on this matter should be directed to Bill Graves, Landlord Services Manager [bgraves@oxford.gov.uk](mailto:bgraves@oxford.gov.uk)

**Structure – Tenancy Management Team (July 2015)**

**Structures (Direct Services) July 2015 – Only posts below dashed line are affected**

Responsive Operations Manager

Senior Void Property Officer

Void Property Officers (x3)

Business Development & Fleet Manager

Garage & Community Payback Manager

Garage Officers (x1.5)

**New Structure – Tenancy Management Team**

Tenancy Management Manager

Senior Tenancy Management Officer

Tenancy Management Officers (x3)

Tenancy Management Support Officers (3.5)

Senior Tenancy Management Officer

Tenancy Management Officers (x6)

Leasehold Management Officer

Tenancy Management Officer (Sheltered)

Energy Advice Officers (x2)