

Hello from your Neighbourhood Housing Officer!

As Neighbourhood Housing Officers we help council tenants and leaseholders with many tenancy related matters. We aim to provide an easy and accessible service which tenants can be proud of, giving that extra support when it matters the most.

Each officer covers around 500 homes, and you guessed it, our role is really varied. Everyday a different story! But here are just some of the things we can do:

- Supporting with tenancy requests such as successions, mutual exchanges, and home improvements.
- Helping residents achieve improvements to their estates by working with resident groups.
- Supporting residents when they experience problems within the community, such as anti-social behaviour.
- Helping to make sure the area residents live in feels clean and safe.
- Offering advice in the areas of resolving disputes, cost of living worries, and housing options to support tenants to reach their own solutions.
- Supporting with welfare concerns, keeping in mind our most vulnerable residents.
- Work with other services to meet resident's diverse needs such as like cost of living, debt advice.
- If a tenants choose to move out, we offer advice on what they need to do.

Whilst that's not all of it, we hope it makes things a little clearer! For information on ways you can contact us [click here](#).

