



Who we are and what we do

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Colchester Borough Homes



Colchester Borough Homes

Part of the local business community since 2003, we are a company set up and owned by Colchester Borough Council to provide housing and property services to the local community.

We manage over 7,000 residential, commercial and public buildings throughout the Borough and our housing options service is available to all residents. We employ over 200 staff who are committed to delivering quality services and providing value for money for our customers.

The trusted choice for local housing, property and community services



Our Services

Tenancy Management

Community Housing Officers (CHO) - are CHOs are responsible for a designated area (zone). They collaborate with others working in the same location to build good local knowledge, aiming to deliver a seamless service for our customers. The main role of Housing Officer is to collect rent and service charges and to ensure that tenancies are well maintained, whilst supporting improvements in our local communities.

New Tenancies – Our new Tenancy Officers provide tenancy administration and conduct routine visits to manage the process of letting homes and ending tenancies effectively. The Incentive to Move scheme is available to support tenants moving to a smaller home.

Estate and Grounds Maintenance – Our Community Caretaking Team and Grounds Maintenance Officer are responsible for keeping our estates clean and safe places to live.

Housing Support

A range of services are in place to provide help to manage tenancies effectively. Our teams have specialist skills which provide a balance of enforcement and support, including: -

Tenancy Sustainment – we provide additional support for those in need at times of crisis.

Financial Inclusion – we support our customers to manage their finances and lessen the impact of financial difficulties, both on tenants and on the business. Our Financial Inclusion Officer works directly with our tenants, supported by the specialist knowledge of our Welfare Rights Officer and Housing Benefit Liaison Officer.

Antisocial behaviour management – we work closely with the Police and local agencies to reduce incidents of nuisance.

Older Persons Services

We manage 19 sheltered housing schemes and one Extra Care scheme, The Cannons. Our accommodation enables older people to live in a safe and secure environment. Residents have access to a 24-hour community alarm service in case of emergency. We deliver activities to enhance social and physical wellbeing for older people. A number of additional services are available to support older tenants. An assisted gardening scheme is available for those who may need assistance to remain in their home.

Housing Options

The Housing Options service comprises of the following teams: -

Gateway to Homechoice - Managing and maintaining the Housing register assessing applicants housing needs and determining their priority Banding in line with the published Allocations Policy.

Housing Solutions - Homeless prevention and relief through appropriate solutions and Homeless decisions. We provide a range of advice and practical assistance to help those who are homeless or at risk of homelessness.

Accommodation Team - Managing access to accommodation in our temporary units and in the private sector. Assessing support and welfare needs and coordinating the transition into suitable accommodation.

Rough Sleeper Team - preventing and tackling street sleeping and encouraging service engagement. Working with partners across Colchester we support vulnerable people and assist them to secure and maintain accommodation.

Repairs & Maintenance

We have an in-house team of tradespeople who are supported by local sub-contractors to carry out routine and emergency repairs to the Council's housing stock. We also manage the contracts for gas maintenance and servicing and empty property management. We are constantly striving to make improvements to the way we deliver the repairs service, with more convenient appointment times for customers and an ambition to complete repairs at the first visit where possible. This service operates 24 hours a day to attend to emergencies. Repairs can be reported online at www.cbhomes.org.uk/repairs or by phoning 01206 282514.

Asset Management

Our management of the Council's housing stock ensures that housing is maintained to a safe standard. Our Asset Management team manages contracts so that planned maintenance programmes are delivered efficiently with high levels of customer satisfaction. The team oversees major refurbishments and large improvement projects such as new roofs, rewiring and new bathrooms, kitchens and windows.

Facilities Management

We offer a professional facilities management service for a range of property types including offices, leisure centres, homes in multiple occupancy and public buildings. Current contracts include Colchester Leisure World, Colchester Castle, Colchester Town Hall and the Mercury Theatre.

Customer Services

Our Customer Services centre is provided by the Council so that customers can receive a broader range of services. The centre provides us with an initial point of enquiry dealing with telephone calls and face-to-face enquiries on our behalf.

Customer Experience

The views, aspirations and priorities of residents are at the heart of what we do. Over the last few years, we have created the foundations upon which to develop more inclusive and accessible opportunities for tenants and leaseholders to influence service improvement, improve customer satisfaction and enable us to measure the impact of engagement.

As well as dealing with complaints and enquiries, we work closely with residents to develop our approach to co-regulation, governance and scrutiny, ensuring accountability and transparency. The work we do also supports community development and better engagement across our communities.

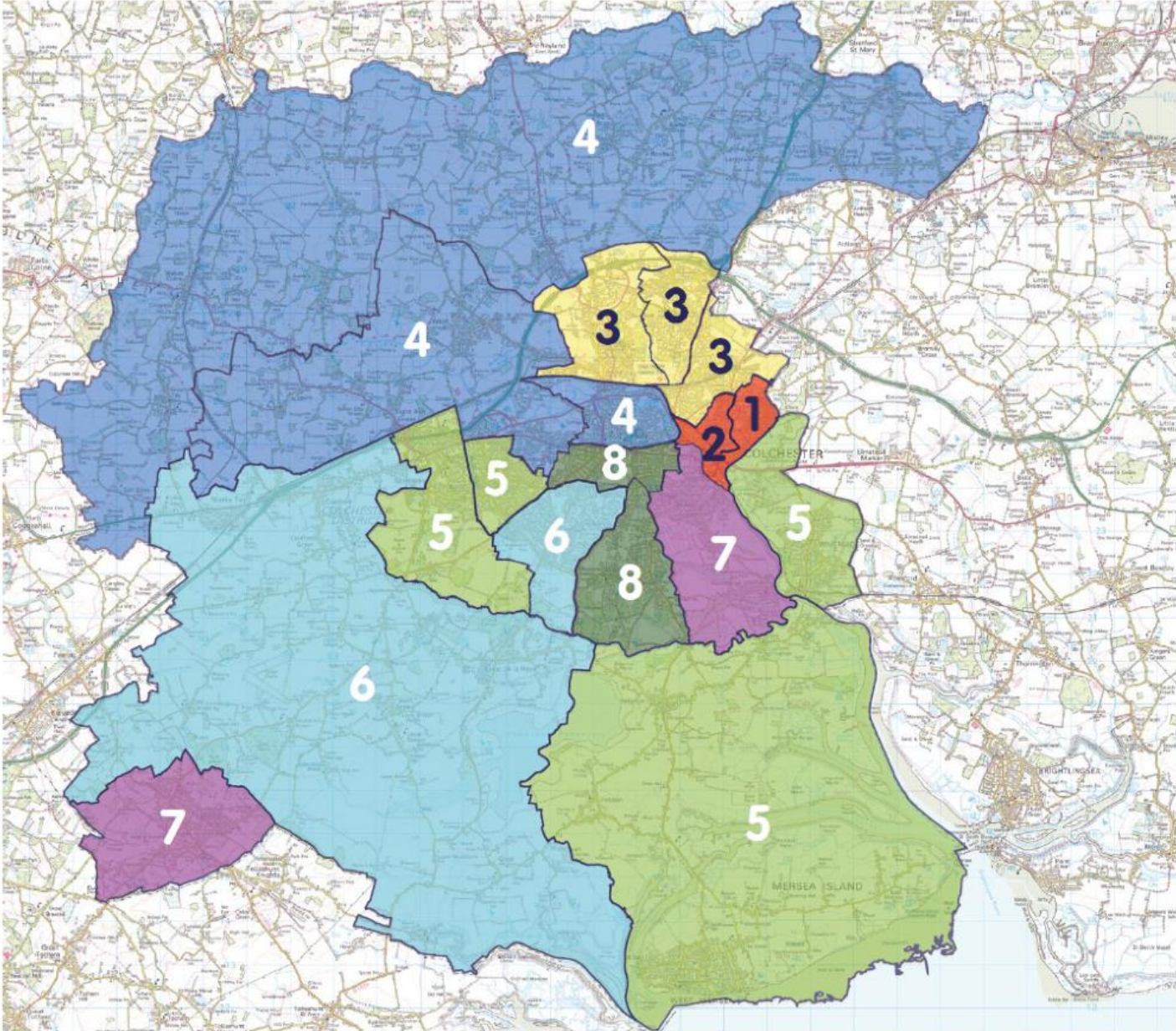
We are providing new opportunities and for residents to directly influence decisions and how we deliver our services. Our focus is on understanding the differences between customers to enable more effective targeting and tailoring of service delivery and, ultimately, greater customer satisfaction.

Finance, Human Resources, ICT & Business Intelligence

Our Finance, and Human Resources teams provide company-wide support to ensure our services are efficient, fair and provide value for money. The ICT & Business Intelligence team offers a range of support services including Business Support and Works planning.

Housing Management Map

For issues relating to the management of council tenancies.



Community Housing Officers (CHO)

North Team	CHO	Wards
Area 1	Jane Graham-Watson	Greenstead East
Area 2	Rob Ward	Greenstead West
Area 3	Karen Green	Highwoods, Mile End & St Annes
Area 4	Michelle Longhurst	Castle, Rural North & Lexden

South Team	CHO	Wards
Area 5	Julie Prior	Mersea, Prettygate, Stanway & Wivenhoe
Area 6	Darren Parker	Marks Tey & Shrub End
Area 7	Amanda Mayhew	Old Heath & Tiptree
Area 8	Emma Schofield	Berechurch & New Town

Housing Manager (North) | Richard Dowling | 01206 282511

Community Housing Officers (CHOs)

Area 1: (East) **Jane Graham-Watson** | 01206 505347

Area 2: (West) **Rob Ward** | 01206 506691

Area 3: **Karen Green** | 01206 506023

Area 4: **Michelle Longhurst** | 01206 508091

Housing Manager (South) | Jon Cowie | 01206 505349

Community Housing Officers (CHOs)

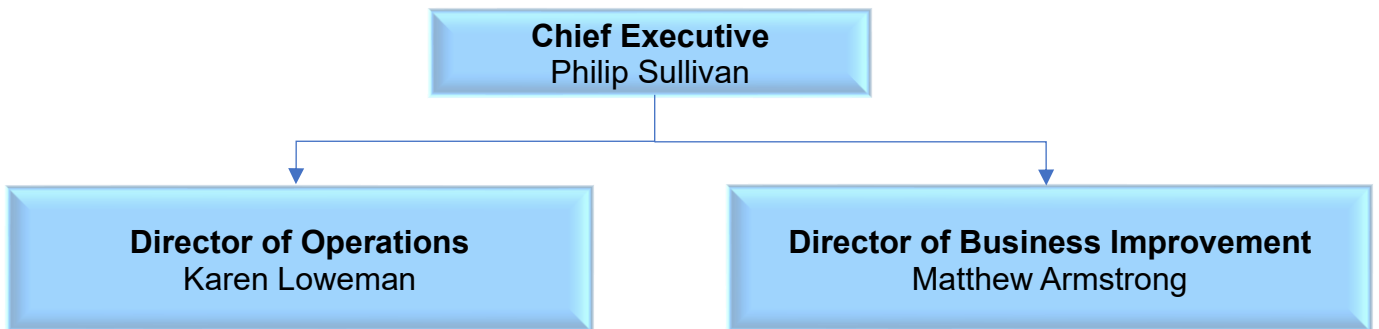
Area 5: **Julie Prior** | 01206 506595

Area 6: **Darren Parker** | 01206 506950

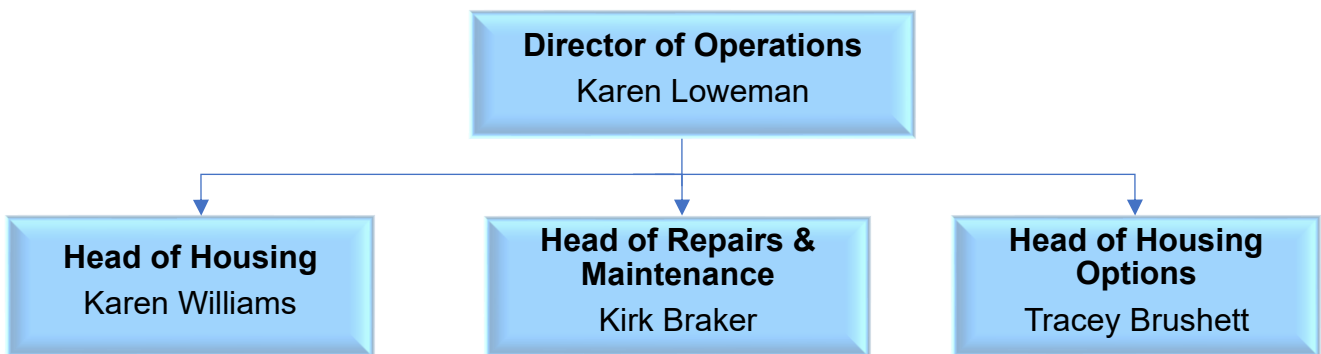
Area 7: **Amanda Mayhew** | 01206 282736

Area 8: **Emma Schofield** | 01206 506427

Executive Team



Operations

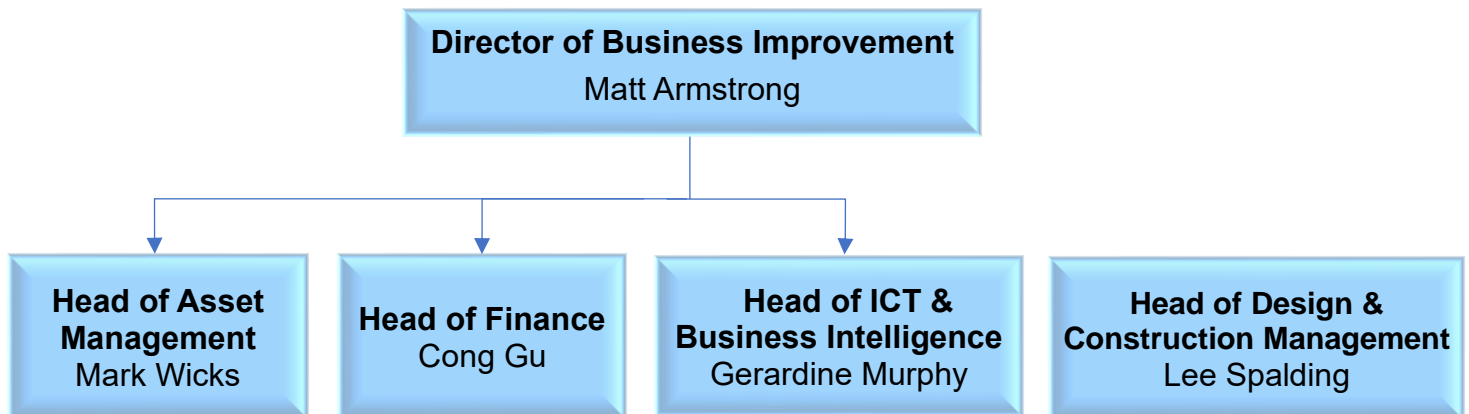


- Resident Involvement & corporate communications
- Community caretakers
- Antisocial behaviour
- Housing related support
- Community housing officers
- Allocations and lettings
- Financial inclusion & welfare rights
- Garage management
- Leasehold management
- Contract monitoring
- Older Persons Services

- Responsive repairs service
- Gas maintenance & service contract supervision
- Empty property management

- Housing register management & assessment
- Housing solutions
- Temporary accommodation
- Private sector renting
- Rough sleeper prevention and engagement

Business Improvement



- Building surveyors
- Adaptations
- Capital improvement projects

- Facilities Management
- Planned preventative maintenance
- Civil engineering

Who's Who

Chief Executive	Philip Sullivan	01206 282919
Director of Operations	Karen Loweman	01206 282805
Director of Business Improvement	Matthew Armstrong	01206 506917
Head of HR & Governance	Angelique Ryan	01206 282374
Head of Asset Management	Mark Wicks	01206 506914
Head of Finance	Cong Gu	0770 233 8569
Head of Design and Construction Management	Lee Spalding	01206 282118
Head of ICT & Business Intelligence	Gerardine Murphy	01206 282826
Head of Housing Management	Karen Williams	01206 282433
Head of Housing Options	Tracey Brushett	01206 508097
Head of Repairs & Maintenance	Kirk Braker	01206 282608

Enquiries

Councillor & Board Member Enquiries	councillor.enquiries@cbhomes.org.uk	01206 506706
Complaints & Compliments	complaints@cbhomes.org.uk	01206 506706
Communications and Press Enquiries	communications@cbhomes.org.uk	07943 737487

Email enquiries: firstname.lastname@cbhomes.org.uk or info@cbhomes.org.uk

Our Board

Governance and scrutiny of our services is increasingly important. Our Board has taken the opportunity to restructure. The new structure of the Board is three independent members, three council representatives, three tenants (one of which is a resident leaseholder) and an Executive Board Member.

Details of Board membership are available on our website or by request. The Board meets around six times each year. Board meetings are open to members of the public.

Board Members

(Chair) Dirk Paterson (I)
(Vice Chair) Karen Smout (I)
Fiona Marshall (I)
Justin King (I)
Nigel Chapman (C)
Tina Bourne (C)
Michelle Burrows (C)
Ray Sharp (T)
Vacancy (T)
Nicola Davey (T)
Philip Sullivan (EBM)

(I) Independent

(T) Tenant

(C) Councillor

(EBM) Executive Board Member

Board Groups

Finance & Audit Committee

Fiona Marshall
(Chair)
Karen Smout
Michelle Burrows

Operations & Performance Committee

Tina Bourne (Chair)
Justin King
Nigel Chapman
Ray Sharp

Governance & Remuneration Committee

Karen Smout
(Chair)
Dirk Paterson
Fiona Marshall
Nicola Davey

Residents Voice

Nicola Davey
(Chair)
Ray Sharp

Our Ambitions

We aim to deliver great services that make a difference, by being the trusted choice for local housing, property and community services. We achieve this via our Medium Term Delivery Plan, which sets out our main projects, priorities, and performance indicators for delivery of the services we provide on behalf of the Council.

As an organisation our focus is on customer satisfaction, value for money and positive outcomes in the community. Our ambitions by 2022 are:

- Customer satisfaction in the top 25% for similar organisations
- Costs in the lowest 25% of landlords in the region
- Times top 100 not-for-profit employer
- Additional revenue from non-management fee income
- Leadership that inspires trust and confidence in CBH
- A community enabling leader for Colchester

To meet these goals we recognise that we need:

- Excellent customer service
- A smarter approach to the way we work
- Increased income
- Effective governance & leadership
- Partnerships that deliver for our communities.

For more information see www.cbhomes.org.uk/strategicplan

Contact us

Email: info@cbhomes.org.uk
FREEPOST Colchester Borough Homes
www.cbhomes.org.uk
Tel: 01206 282514

Please contact us on 01206 282514 if you require this document in another format or language.



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