



**Tower Hamlets Homes Scheme of Delegation:
Housing Management
(Agreed by THH Board 12 August 2008)
(Amended 14 October 2008)**

Tower Hamlets Homes Scheme of Delegation: Housing Management

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Housing specific functions - Scheme of Management

1. Lettings:

	Decision/power	CE	Head of Service	Section Head	Other (name post)	Notes
1(a)	Letting of dwellings.	✓	<i>Asset Management</i>	<i>Lettings Service</i>	<i>LSC Managers Housing Officers Lettings Managers Lettings Officers</i>	in accordance with the Council's lettings policy
1(b)	Granting permission for exchanges of accommodation between council tenants, and tenants of other landlords.	✓	<i>Asset Management H & CS</i>	<i>Lettings Service Area Housing</i>	<i>Lettings Managers & Officers LCS Managers & Officers</i>	
1(c)	Approval for payment of moving to a smaller home scheme.	✓	<i>Asset Management H & CS</i>	<i>Area Housing</i>	<i>LSC Managers</i>	in accordance with the Council's policy Report to Board
1(d)	Authorisation of transfer of tenants in rent arrears in exceptional cases.	✓	<i>Asset Management H & CS</i>	<i>Lettings Service Area Housing</i>	<i>Lettings Manager LSC Managers Vulnerability Panel Housing Management Panel</i>	
1(e)	Decisions on applications for priority housing on management or medical grounds.	✓	<i>Asset Management H & CS</i>	<i>Lettings Service Area Housing</i>	<i>Housing Management Panel</i>	in accordance with the Council's policy

	Decision/power	CE	Head of Service	Section Head	Other (name post)	Notes
1(f)	Decision on reviews on the above matters.	✓	<i>Asset Management</i>	<i>Lettings Service</i>	<i>Lettings Managers</i>	
1(g)	Authority to approve Cash Incentive Scheme and Moving Out of London grants to tenants who meet the Council's criteria.	✓	<i>Asset Management</i>	<i>Lettings Service</i>	<i>Lettings Managers</i> <i>Lettings Officers</i>	in accordance with the Council's policy Report to Board
1(h)	Authority to designate a void property, including ancillary buildings such as garages and store sheds as 'long term void'	✓	<i>Asset Management</i> <i>H & CS</i>	<i>Lettings Service</i> <i>Tech. Services</i> <i>Area Housing</i>	<i>Lettings Managers</i> <i>LSC Managers</i>	
1 (i)	Authority to approve 'knock-throughs'	✓	<i>Asset Management</i> <i>H & CS</i>	<i>Lettings Service</i> <i>Area Housing</i> <i>New Initiatives Manager</i>	<i>Lettings Manager</i> <i>LSC Manager</i> <i>New Initiatives Manager</i>	In Accordance with Council Policy

2. Management of tenancies:

	Decision/power	CE	Head of Service	Section Head	Other (name post)	Notes
2(a)	Authority to terminate tenancies / licences through service of Notice of Seeking Possession, Notice to Quit, or Notice of Possession Proceedings.	✓	<i>Housing & Customer Services</i>	<i>Area Housing</i> <i>Rents Manager</i>	<i>LSC Managers</i> <i>Arrears Team Leader</i> <i>Assistant Rents Manager</i> <i>Project Support Officer (Rents)</i>	
2(b)	Administration of any amendment	✓	<i>Housing & Customer</i>	<i>Area Housing</i>	<i>LSC Managers</i>	Report to Board

	Decision/power	CE	Head of Service	Section Head	Other (name post)	Notes
	proposed to tenancy terms in accordance with Council decisions.		<i>Services</i> <i>Strategy and Performance</i>	<i>Service Improvement and Policy Manager</i>	<i>Service Planning and Policy Co-ordinator</i>	
2(c)	Approval of requests for succession, assignment of tenancy and mutual exchange in accordance with Council policy.	✓	<i>Housing & Customer Services</i>	<i>Area Housing</i>	<i>LSC Managers</i> <i>Housing Officer</i>	
2(d)	Approval of requests for second succession of tenancy in accordance with Council policy.	✓	<i>Housing & Customer Services</i>	<i>Area Housing</i>	<i>LSC Managers</i> <i>Housing Officer</i>	
2(e)	Approval of requests to sub-let property or be absent from property (with a flat-sitter or to leave empty for an extended period.) in accordance with Council policy	✓	<i>Housing & Customer Services</i>	<i>Area Housing</i>	<i>LSC Managers</i> <i>Housing Officer</i>	
2(f)	Approval to let garages, parking spaces, and pram sheds in accordance with Council policy.	✓	<i>Housing & Customer Services</i>	<i>Area Housing</i>	<i>LSC Managers</i> <i>Housing Officer</i>	
2(g)	Granting permission (subject to planning permission) to: a) Fix wireless, satellite and cable or television aerials on Council dwellings.	✓	<i>Asset Management</i> <i>Housing & Customer Services</i>	<i>Area Housing</i> <i>Technical Services</i>	<i>LSC Managers</i> <i>Housing Officer</i> <i>Repairs Manager</i> <i>Repairs</i>	

	Decision/power	CE	Head of Service	Section Head	Other (name post)	Notes
	<p>b) Installation of relay wireless and/or television in Council dwellings.</p> <p>c) Installation of security gates</p>				<i>Officers</i>	
2(h)	<p>Agree temporary use of Council properties for:</p> <p>(a) show flats</p> <p>(b) short periods of police surveillance in respect of dealing with potential criminal activities.</p>	✓	<i>Housing & Customer Services</i>	<i>Area Housing</i>		
2(i)	<p>Authorisation to permit filming or sound recording on council property and premises.</p>	✓	<p><i>Strategy and Performance</i></p> <p><i>Housing & Customer Services</i></p>	<p><i>Commun – ications Manager</i></p> <p><i>Area Housing</i></p>	<i>LSC Managers</i>	<p>Requirement to consult the Chair/ Board and Council as appropriate.</p>
2(j)	<p>Authorisation of decoration allowances in accordance with Council policy.</p>	✓	<p><i>Housing & Customer Services</i></p> <p><i>Asset Management</i></p>	<i>Area Housing</i>	<p><i>LSC Managers</i></p> <p><i>Older Persons Decoration Scheme Manager</i></p> <p><i>Lettings Manager</i></p>	

3. Repairs and planned maintenance:

	Decision/power	CE	Head of Service	Section Head	Other (name post)	Notes
3(a)	Approval of requests from tenants and leaseholders to carry out external or internal improvements to council accommodation subject to building regulations, planning permission and Section 81 of the Housing Act 1980.	✓	<i>Asset Management</i> <i>Housing & Customer Services</i>	<i>Technical Services Manager</i> <i>Area Housing</i>	<i>Repairs Manager</i> <i>Area Housing Managers</i> <i>LSC Managers</i>	
3(b)	Authority to place professional services for works within the appropriate fee scales and relevant estimates in accordance with financial regulations.	✓	<i>Asset Management</i>	<i>Technical Services Manager</i>	<i>Major Works Manager</i> <i>Major Works Engineering Manager</i> <i>Major Works Surveying Manager</i>	
3(c)	Authority to make planning and building regulation applications in respect of Council owned buildings.	✓	<i>Asset Management</i>	<i>Technical Services Manager</i>	<i>All professional technical staff</i>	
3(d)	Authority to place works contracts within the relevant estimate in accordance with financial regulations.	✓	<i>Asset Management</i>	<i>Technical Services Manager</i>	<i>Major Works Manager</i> <i>Principal Engineers/ Surveyors.</i> <i>Quantity Surveying Team Leader.</i>	

	Decision/power	CE	Head of Service	Section Head	Other (name post)	Notes
3(e)	Granting of permission (subject to planning permission) for the removal of gates, trees, fences or hedges on Council housing estates.	✓	<i>Housing & Customer Services</i>	<i>Area Housing Managers</i>	<i>LSC Managers</i>	
3(f)	Authority to certify payments to contractors in accordance with the relevant contract and financial regulations and within the agreed value bands for each officer.	✓	<i>Asset Management</i>	<i>Technical Services Manager</i>	<i>Surveying / Engineering Managers Elderly Persons Decoration Scheme Manager</i>	
3(g)	Authority to seek and execute warrants under Schedule 3 of the Environmental Protection Act 1990 (powers of entry etc) including, but not limited to, entry to any premises and applying for, obtaining and executing warrants for such entry with regard to the inspection, repair and maintenance of gas appliances, installations and fittings and all associated works.	✓	<i>Asset Management Housing & Customer Services</i>	<i>Technical Services Manager Area Housing Managers</i>	<i>Surveying / Engineering Managers LSC Managers</i>	

4. Rent administration:

	Decision/power	CE	Head of Service	Section Head	Other (name post)	Notes
4(a)	Decisions relating to the administration of rent and service charge setting.	✓	<i>Housing & Customer Services</i> <i>Finance and Resources</i>	<i>Rents Service Manager</i> <i>Finance Manager</i>	<i>Rent Accounts Team Leader</i>	Within Council Policy Report to Board
4(b)	Decisions relating to the administration of Service of Notice of Variation of Rent.	✓	<i>Housing & Customer Services</i> <i>Finance and Resources</i>	<i>Rents Service Manager</i> <i>Finance Manager</i>	<i>Rent Accounts Team Leader</i>	Within Council Policy
4(c)	Decisions relating to administration of authority to write-off rent arrears of current and former tenants.	✓	<i>Housing & Customer Services</i> <i>Finance and Resources</i>	<i>Rents Service Manager</i> <i>Finance Manager</i>		Within Council Policy Report to Board

5. Compensation administration:

	Decision/power	CE	Head of Service	Section Head	Other (name post)	Notes
5(a)	Decisions relating to the administration of authorisation of refunds of undue expenditure, rent refunds or waivers and similar.	✓	<i>Housing & Customer Services</i>	<i>Rents Service Manager Area Housing Manager</i>		Within Council Policy Report to Board
5(b)	Decisions relating to the administration of the Council's approval of payment of compensation for failure to carry out repairs in accordance with the Tenancy Agreement and current landlord and tenant legislation	✓	<i>Housing & Customer Services</i> <i>Strategy and Performance</i> <i>Asset Management</i>	<i>Technical Services Manager</i> <i>Area Housing Manager</i> <i>Governance Manager</i>	<i>Customer Service Manager (Tech. Services)</i> <i>LSC Managers</i> <i>Complaints Manager</i>	Within Council Policy Report to Board

	Decision/power	CE	Head of Service	Section Head	Other (name post)	Notes
5(c)	Decisions relating to the administration of approving payment of reasonable expenses relating to removal and reconnection of appliances, and/or a disturbance allowance in appropriate cases to tenants who are required to move by the council.	✓	<i>Housing & Customer Services</i> <i>Asset Management</i>	<i>Area Housing Managers</i> <i>New Initiatives Manager</i>	<i>LSC Managers</i>	Within Council Policy
5(d)	Decisions relating to the administration of determining compensation for loss of service amenities.	✓	<i>Housing & Customer Services</i> <i>Asset Management</i>	<i>Area Housing Managers</i> <i>Tech. Services</i>	<i>LSC Managers</i>	Within Council Policy Report to Board

6. Sale of Council assets and leasehold services:

	Decision/power	CE	Head of Service	Section Head	Other (name post)	Notes
6(a)	Decisions relating to administration of the process for Right to Buy property applications.	✓	<i>Housing & Customer Services</i>	<i>Home Ownership Manager</i>	<i>RTB /Re-sales Manager</i> <i>Right to Buy & Leasehold Services Officers</i>	Within Council Policy
6(b)	Decisions relating to the administration of and exercise of discretion permitted in the Acts covering mortgages in relation to assignment of leases.	✓	<i>Housing & Customer Services</i>	<i>Home Ownership Manager</i>	<i>RTB /Re-sales Manager</i> <i>Right to Buy & Leasehold Services Officers</i>	Within Council Policy

	Decision/power	CE	Head of Service	Section Head	Other (name post)	Notes
6(c)	Decisions relating to the administration of determining service charges and cancellation of service charge accounts.	✓	<i>Finance and Resources</i> <i>Housing & Customer Services</i>	<i>Home Ownership Finance Manager</i> <i>Revenues Manager</i>		Within Council Policy
6(d)	Decisions relating to administration of certification of service charge accounts in accordance with the requirements of the council's residential leases.	✓	<i>Finance and Resources</i> <i>Housing & Customer Services</i>	<i>Home Ownership Finance Manager</i> <i>Revenues Manager</i>		
6(e)	Decisions relating to the administration of authority to vary a lease.	✓	<i>Housing & Customer Services</i>	<i>Home Ownership Manager</i>		Within Council Policy
6(f)	Decisions relating to the administration of authority to apply the discretionary cap and determine reduction of service charge in relation to extensive and exceptional works.	✓	<i>Finance and Resources</i> <i>Asset Management</i> <i>Housing & Customer Services</i>	<i>Home Ownership Manager</i> <i>Technical Services Manager</i>		Within Council Policy & Financial Scheme of Delegation Report to Board
6(h)	Decisions relating to the administration of the Council's authority to write off former leaseholder service charges arrears.	✓	<i>Finance and Resources</i> <i>Housing & Customer Services</i>	<i>Home Ownership Manager</i> <i>Finance Manager</i> <i>Revenues Manager</i>		Within Council Policy & Financial Scheme of Delegation Report to Board
6(i)	Recommendations to the Council relating to the sale of land or property	✓	<i>Asset Manager</i>	<i>New Initiatives Manager</i>		Report to Board

	Decision/power	CE	Head of Service	Section Head	Other (name post)	Notes
6 (j)	Recommendations relating to enfranchisement	✓	<i>Asset Manager</i>	<i>New Initiatives Manager</i>		

7. Commencing legal proceedings:

	Decision/power	CE	Head of Service	Section Head	Other (name post)	Notes
7(a)	Authority to instruct legal services to institute and defend proceedings in respect of routine tenancy and leasehold management matters	✓	<i>All</i>	<i>All</i>	<i>All LSC Managers and all team leaders across services.</i>	
7(b)	Authority to make recommendations to the Council to commence legal proceedings where action is likely to have significant implications for the Council and/or impact on residents.	✓	<i>All</i>			Consult with Chair / Report to Board prior to recommendation being made
7(c)	Authority to instruct legal services to act in relation to decants	✓	<i>Asset Management</i> <i>Housing & Customer Services</i>	<i>New Initiatives Manager</i> <i>Area Housing</i>		

8. Business Continuity Management Arrangements:

	Decision/power	C E	Head of Service	Section Head	Other (name post)	Notes
8(a)	Authority to invoke contingency arrangements for service provision as set out in the Tower Hamlets Homes Business Continuity Plan.	✓	<i>All</i>			

9. Policies & procedures

	Decision/power	C E	Head of Service	Section Head	Other (name post)	Notes
9(a)	Authority to make or amend procedures relating to the administration of the Council's agreed policy.	✓	<i>All</i>	<i>All</i>		Authority to amend procedures within service area related to role

10. Tenant Management Organisations

	Decision/power	C E	Head of Service	Section Head	Other (name post)	Notes
10(a)	Authority to negotiate the Management Agreement with individual TMOs	✓	<i>Housing & Customer Services</i>	<i>Resident Engagement Manager</i>		
10(b)	Authority to negotiate the Management and Maintenance Allowance for TMOs	✓	<i>Housing & Customer Services</i> <i>Finance and Resources</i>	<i>Resident Engagement Manager</i> <i>Area Housing Manager</i> <i>Finance Manager</i>		

	Decision/power	C E	Head of Service	Section Head	Other (name post)	Notes
10(c)	Authority to agree to arbitration	✓	<i>Housing & Customer Services</i>	<i>Resident Engagement Manager</i>		
10(d)	Recommendation to the Council to terminate a TMO agreement	✓	<i>Housing & Customer Services</i>	<i>Resident Engagement Manager</i>		Report to Board