

4 HOUSING REVENUES - NAME CHANGE (AN257-2002)

The Committee is advised that the Section currently known as Housing Revenues is to be changed to 'Housing Rent Accounts'. All Council Departments will be notified. The reasons for the change are as follows:-

When tenants telephone the Council switchboard and ask for Revenues they are put through to Housing Revenues when normally it is Finance they require.

Mail being sent in has to be re-directed to Housing Benefits as customers normally address letters including confidential information eg wages slips just to Revenues.

Customers are confused by the fact that Finance deal with housing benefits but because the above Section is known as Revenues as well, they think that it should be able to answer their enquiries. This again requires the customer's telephone call to be re-directed.