

Tenancy and Estates

Management Team



What is Tenancy Management

Tenancy management deals with all council housing tenancy related queries as well as provision of sheltered housing services, and estates management services.

What is the role of the Tenancy Officer

Ensure the delivery of services to tenants, residents, customers and their representatives by working in partnership with internal and external agencies on all functions delivered by the Neighbourhood Services Housing Team and, in particular those related specifically to all Tenancy Management, Estate Management and Tenancy Sustainment issues.

Support people to sustain their tenancy and encourage and facilitate independence, quality of life, safe guarding and promoting health and wellbeing by providing advice information and support on a wide range of issues.

To be the principle contact for other Council departments and or agencies in actively trying to resolve issues.

Included is a list of tenancy officers and the areas they cover:

Tenancy Officers

East & Broughty Ferry

Kevin Geddes

01382 307383

kevin.geddes@dundeecity.gov.uk

Sharon Carnegie

01382 307437

sharon.carnegie@dundeecity.gov.uk

Coldside and Maryfield

Murray Cochrane

01382 307390

murray.cochrane@dundeecity.gov.uk

Yvonne Mitchell

01382 307422

yvonne.mitchell@dundeecity.gov.uk

Jordanne Imrie

01382 307374

jordanne.imrie@dundeecity.gov.uk



North East

Stephen McGowan

01382 307343

stephen.mcgowan@dundeecity.gov.uk

Sylvia Duncan

01382 307273

sylvia.duncan@dundeecity.gov.uk

Strathmartine

Debbie Mackie

01382 307424

debbie.mackie@dundeecity.gov.uk

Taylor Burness

01382 307275

taylor.burness@dundeecity.gov.uk

Lochee and West End

Michael Robertson

01382 307380

michael.robertson@dundeecity.gov.uk

Alan Cunningham

01382 307362

alan.cunningham@dundeecity.gov.uk

Jane Caithness

01382 307332

jane.caithness@dundeecity.gov.uk

Aaron Campbell

07985 899 940

aaron.campbell@dundeecity.gov.uk

Jinny McKenzie

01382 307274

jinny.mckenzie@dundeecity.gov.uk

Alix Dolan

01382 307421

alix.dolan@dundeecity.gov.uk



What is the role of the Tenancy Assistant

Assist with the administrative/clerical function of the District Office and the provision of a comprehensive, flexible front-line advice and information service to customers.

Provide a comprehensive support service to the Tenancy Officer by assisting in the delivery of services to tenants, residents, customers, and their representatives; work in partnership with internal and external agencies on all functions delivered by the Neighbourhood Services Housing Team, and in particular, those related specifically to all Tenancy Management, Estate Management and Tenancy Sustainment issues.

Tenancy Assistants

Lucy Reid

01382 307273

lucy.reid@dundeecity.gov.uk

Rebecca Revill

01382 307401

rebecca.revill@dundeecity.gov.uk

Daniel McCreery

01382 307273

daniel.mccreery@dundeecity.gov.uk



What is the role of Housing Support Officer

The Housing Support team is a voluntary service which is free and confidential. It is available to tenants of Dundee City Council. We offer advice and assistance to help people manage and sustain their tenancies and live independently. Support will be provided for as long as you need it, up to a maximum of 2 years.

The team are registered with the Care Inspectorate and operate in accordance with the National Care Standards. We also work in line with the values contained in the Scottish Social Services Council's codes of practice for social service workers.

To make a referral or find out more about the service please contact the team.

Email: housing.support@dundeecity.gov.uk or
phone **01382 307401 - Option 5.**

Housing Support Officers

East & Broughty Ferry

Paula Burgess

01382 307393

paula.burgess@dundeecity.gov.uk

Coldside and Maryfield

Claire Mather

01382 307361

claire.mather@dundeecity.gov.uk

Ally Rankin

01382 307314

allison.rankin@dundeecity.gov.uk

North East

Pam Henderson

01382 433262

pam.henderson@dundeecity.gov.uk



Strathmartine

Nichola Smith

01382 307304

nichola.smith@dundeecity.gov.uk

Lochee and West End

Amanda Grossi

01382 307364

amanda.grossi@dundeecity.gov.uk

Beth Stanworth

01382 307325

bethanyjo.stanworth@dundeecity.gov.uk



Information and Advice for Council Tenants

If you have any queries, please contact our Tenancy & Estates Service on **01382 437401** and press **Option 4**.

Making a Change to Your Tenancy

If you want to make a change to your tenancy, such as an assignation, or change from a sole tenancy to a joint tenancy for example, you can contact us on the above number. We will need to carry out a range of checks before proceeding with the change. Download our Policy Summaries on the various Tenancy Changes that can be applied for.

- Assignations
- Joint Tenancies
- Subletting
- Successions
- Relevant forms to download, complete and return via email to edo@dundeecity.gov.uk for processing

Tenancy Change Application Form
Application to take in a Lodger Form

Rent

If you have any Rent queries, please contact:
Rent Control, Corporate Debt and Welfare Reform Team,
Dundee House
50 North Lindsay Street
Dundee DD1 1QE
Tel: 01382 307300



Reporting a Housing Repair

You can report a repair to the team by telephone or in writing.

Non-emergency repairs reported after 4.30pm and at the weekend will be processed the next working day. We run an emergency only service after 4.30pm during the week, at the weekend and on public holidays.

To report an emergency, call **01382 434343**

Alterations / Permissions

Downloadable form to complete and return via email to edo@dundeecity.gov.uk for processing:

- Request for Permissions Form
- Caretaking Service
- Sheltered Service
- Communal Cleaning
- What to do when a Council tenant dies

www.dundeecity.gov.uk/service-area/neighbourhood-services/housing-and-construction/information-and-advice-for-council-tenants



