

# 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](mailto:kevin.geddes@dundeecity.gov.uk)

**Sharon Carnegie**

01382 307437

[sharon.carnegie@dundeecity.gov.uk](mailto:sharon.carnegie@dundeecity.gov.uk)

#### **Coldside and Maryfield**

**Murray Cochrane**

01382 307390

[murray.cochrane@dundeecity.gov.uk](mailto:murray.cochrane@dundeecity.gov.uk)

**Yvonne Mitchell**

01382 307422

[yvonne.mitchell@dundeecity.gov.uk](mailto:yvonne.mitchell@dundeecity.gov.uk)



## **North East**

**Stephen McGowan**

01382 307343

[stephen.mcgowan@dundeeccity.gov.uk](mailto:stephen.mcgowan@dundeeccity.gov.uk)

## **Strathmartine**

**Barbara Duthie**

01382 307323

[barbara.duthie@dundeeccity.gov.uk](mailto:barbara.duthie@dundeeccity.gov.uk)

**Taylor Burness**

01382 307275

[taylor.burness@dundeeccity.gov.uk](mailto:taylor.burness@dundeeccity.gov.uk)

## **Lochee and West End**

**Michael Robertson**

01382 307380

[michael.robertson@dundeeccity.gov.uk](mailto:michael.robertson@dundeeccity.gov.uk)

**Alan Cunningham**

01382 307408

[alan.cunnigham@dundeeccity.gov.uk](mailto:alan.cunnigham@dundeeccity.gov.uk)

**Jane Caithness**

01382 307332

[jane.caithness@dundeeccity.gov.uk](mailto:jane.caithness@dundeeccity.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**

### **East & Broughty Ferry**

**Sylvia Mustard**

01382 307273

[sylvi.mustard@dundeecity.gov.uk](mailto:sylvi.mustard@dundeecity.gov.uk)

### **Coldside and Maryfield**

**Jordanne Imrie**

01382 307401

[jordanne.imrie@dundeecity.gov.uk](mailto:jordanne.imrie@dundeecity.gov.uk)

### **North East**

**Sylvia Mustard**

01382 307273

[sylvia.mustard@dundeecity.gov.uk](mailto:sylvia.mustard@dundeecity.gov.uk)

### **Strathmartine**

**Corrinne Traynor**

01382 307433

[corrinne.traynor@dundeecity.gov.uk](mailto:corrinne.traynor@dundeecity.gov.uk)

**Jinny McKenzie**

01382 307274

[jinny.mckenzie@dundeecity.gov.uk](mailto:jinny.mckenzie@dundeecity.gov.uk)

### **Lochee and West End**

**Debbie Mackie**

01382 303228

[debbie.mackie@dundeecity.gov.uk](mailto:debbie.mackie@dundeecity.gov.uk)

**Alix Dolan**

01382 307401

[alix.dolan@dundeecity.gov.uk](mailto:alix.dolan@dundeecity.gov.uk)

Support the Tenancy Officer take a lead role in identifying vulnerable tenants and then co-ordinating the provision of ongoing support to enable them to sustain their tenancy.

---



## **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@dundee.gov.uk](mailto:housing.support@dundee.gov.uk) or phone 01382 307357.

## **Housing Support Officers**

### **East & Broughty Ferry**

**Duncan Gow**

01382 307393

[duncan.gow@dundee.gov.uk](mailto:duncan.gow@dundee.gov.uk)

### **Coldside and Maryfield**

**Claire Mather**

01382 307361

[claire.mather@dundee.gov.uk](mailto:claire.mather@dundee.gov.uk)

**Ally Rankin**

01382 307314

[allison.rankin@dundee.gov.uk](mailto:allison.rankin@dundee.gov.uk)

### **North East**

**Pam Henderson**

01382 433262

[pam.henderson@dundee.gov.uk](mailto:pam.henderson@dundee.gov.uk)



## Strathmartine

**Nichola Smith**

01382 307304

nichola.smith@dundeeccity.gov.uk

## Lochee and West End

**Beth Stanworth**

01382 307325

bethanyjo.stanworth@dundeeccity.gov.uk

**Amanda Grossi**

01382 307364

amanda.grossi@dundeeccity.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 5**.

### 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@dundeeccity.gov.uk](mailto:edo@dundeeccity.gov.uk) (link sends e-mail) 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**

The Customer Service Team can take any repair at any time from any area. It is also the contact point for our night-time and weekend emergency service. The Customer Service Team can be contacted on 01382 434343, You can report a repair to the Customer Service Team by telephone 24 hours a day / 7 days a week. You can also report a repair 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](mailto:edo@dundeecity.gov.uk) (link sends e-mail) for processing

Request for Permissions Form

Caretaking Service

Sheltered Service

Communal Cleaning

What to do when a Council tenant dies

<https://www.dundee.gov.uk/service-area/neighbourhood-services/housing-and-construction/information-and-advice-for-council-tenants>



