

# 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 ??????

murray.cochrane@dundeecity.gov.uk

**Yvonne Mitchell**

01382 307422

yvonne.mitchell@dundeecity.gov.uk



## **North East**

**Stephen McGowan**

01382 307343

stephen.mcgowan@dundeecity.gov.uk

## **Strathmartine**

**Barbara Duthie**

01382 307323

barbara.duthie@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 307408

alan.cunningham@dundeecity.gov.uk

**Jane Caithness**

01382 307332

jane.caithness@dundeecity.gov.uk

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## **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.



## **What is the role of the Tenancy Assistant**

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### **Tenancy Assistants**

#### **East & Broughty Ferry**

**Sylvia Mustard**

01382 307273

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

#### **Coldside and Maryfield**

**Jamie Flynn**

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**Jordanne Imrie**

01382 307401

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#### **North East**

**Sylvia Mustard**

01382 307273

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

#### **Strathmartine**

**Corrine Traynor**

01382 307433

[corrine.traynor@dundeecity.gov.uk](mailto:corrine.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

**Alix Hutchinson**

01382 307401

alix.hutchinson@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.

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## **What is the role of Housing Support Officer**

To provide support to tenants to help them manage their tenancy. This support will reduce the risk of eviction, anti-social behaviour, debt and other risks to people's homes.

Tenants may be receiving voluntary support or may be conditional and related to a Short Scottish Secure Tenancy.

Support may also be provided to prospective tenants to help them gain access to accommodation which best meets their needs and wants.

## **Housing Support Officers**

### **East & Broughty Ferry**

**Duncan Gow**

01382 307393

duncan.gow@dundeecity.gov.uk

**Kim Smith**

01382 307363

kim.smith01@dundeecity.gov.uk

### **Coldside and Maryfield**

**Claire Mather**

01382 307361

claire.mather@dundeecity.gov.uk

**Ally Rankin**

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ally.rankin@dundeecity.gov.uk

### **North East**

**Pam Henderson**

01382 433262

pam.henderson@dundeecity.gov.uk



## Strathmartine

**Nichola Smith**

01382 307304

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**Amanda Grossi**

01382 307364

amanda.grossi@dundeecity.gov.uk

## Lochee and West End

**Ben McLellan**

01382 307362

brian.mclellan@dundeecity.gov.uk

**Beth Stanworth**

01382 307325

beth.stanworth@dundeecity.gov.uk

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## 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@dundeecity.gov.uk](mailto:edo@dundeecity.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@dundee.gov.uk](mailto:edo@dundee.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>



