

South East Neighbourhood Team

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Neighbourhood and Estate Management

Based at Crystal Peaks Housing Office

Sheffield City Council



Agenda Item 10

What does our service do?

We sit within the Housing and Neighbourhoods Service. We are one of 6 Neighbourhood Teams across the City and we cover the Woodhouse, Birley, Mosborough and Beighton Wards

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Our structure includes Neighbourhood Officers who are responsible for supporting all tenants within their geographical boundary and managing low level tenancy breaches, the Neighbourhood Support Team, who provide signposting support to all tenants and residents contacting the South East area via email, phone or by coming into the public access points, and the Estates Team.

Anti-social behaviour & crime - Prevention

- Neighbourhood Officers currently complete all Accompanied Views and Sign Up appointments
- From this very early point the Neighbourhood Officers discuss the responsibility of tenants
- Discuss support needs and make the appropriate referrals
- Work with other agencies to support vulnerable tenants
- Complete new tenancy visit within 4 weeks to reaffirm responsibilities and discuss support needs

Anti-social behaviour & crime - Investigation

Challenge anti-social behaviour and support tenants to make the changes needed to sustain their tenancy – we can also take appropriate action to protect tenants and the wider community

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Examples of issue we work on:

- Noise nuisance
- Harassment and intimidation
- Untidy Properties
- Youth nuisance

Anti-social behaviour & crime - Investigation

How we work cases:

- We are extremely reliant on the information we receive
- Reports need to be factual and clear
- Diary Sheets are the groundwork of all investigations
- Noise Monitoring equipment can be installed if there is evidence
- Work with EPU Nighttime Noise Enforcement
- Informal warnings, caution, Notice of seeking possession (Secure Tenancy)

Introductory Tenancies

- Sheffield City Council commenced Introductory Tenancies on 1 October 2023 (this week).
- All new tenants (not those transferring from an existing secure tenancy) will become an Introductory Tenant for at least 12 months
- If there is any concern over the management of the tenancy, the Introductory period can be extended for 6 months
- If there is a breach of the Tenancy Conditions during the Introductory Tenancy we will liaise with the Tenancy Enforcement and Sustainment Team who may issue a Notice of Possession Proceedings
- The aim of Introductory Tenancies is to create sustainable tenancies, not to evict more

Other tenancy management

- Offer a home tenancy visit annually
- Managing untidy gardens
- Managing abandoned tenancies
- Managing unauthorised occupiers – where the tenant has given notice leaving occupants in the property
- Take on other cases including hoarding, permission refusals, denial of access, managing the property after eviction

Questions?