

Report to: Housing Review Board



Date of Meeting 31 July 2025

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

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## Housing Staffing Update – July 2025

### Report summary:

This report provides key staffing updates for the Housing Service, and provides an up-to-date structure chart for key roles and service management across the Housing Service.

### Is the proposed decision in accordance with:

Budget Yes ☒ No ☐

Policy Framework Yes ☒ No ☐

### Recommendation:

(1) That the Housing Review Board note the content of this report.

### Reason for recommendation:

This report is for noting only; no decisions required.

Officer: Andy King, Assistant Director for Housing (Regulatory Services)

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Portfolio(s) (check which apply):

- ☐ Climate Action and Emergency Response
- ☐ Coast, Country and Environment
- ☐ Council and Corporate Co-ordination
- ☐ Communications and Democracy
- ☐ Economy
- ☐ Finance and Assets
- ☐ Strategic Planning
- ☒ Sustainable Homes and Communities
- ☐ Culture, Leisure, Sport and Tourism

**Equalities impact** Low Impact

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**Climate change** Low Impact

**Risk:** Low Risk; N/A

**Links to background information** N/A

**Link to** [Council Plan](#)

**Priorities** (check which apply)

- ☐ A supported and engaged community
  - ☐ Carbon neutrality and ecological recovery
  - ☐ Resilient economy that supports local business
  - ☒ Financially secure and improving quality of services
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## Report in full

### 1. Recruitment Update

- 1.1. In our previous update, we noted that with our Corporate Lead for Housing Property & Assets in post, we will now be moving forward with recruitment to other critical roles within the Property & Assets teams. This recruitment is live and ongoing, and includes:
  - Compliance Manager
  - Repairs Service Manager
  - Senior Surveyor
  - Heating Compliance Surveyor
  - Maintenance and Planned Works Surveyors
- 1.2. These are roles that bring further resource and resilience into our Housing Property & Assets Team and will ensure manageable scope and areas of responsibilities. They support the Council in effective oversight and management of risk and health and safety, and will increase our ability to respond quicker to requests for surveyor visits and inspections.
- 1.3. Whilst there is currently a significant amount of recruitment taking place in our Property and Assets services, this recruitment is happening for a number of reasons:
  - 1.3.1. Les Joint, who was our interim Repairs Service Manager, left the organisation in June. Prior to his departure, Les was covering the functions and responsibilities of the Repairs Service Manager and the Compliance Manager, with support from other existing team members who have temporarily taken on additional responsibilities.
  - 1.3.2. The Senior Surveyor position is an amendment to our structure, therefore whilst this isn't a vacant resource we recognise that there is a gap in the team management and oversight that this new role is intended to bridge.
  - 1.3.3. Our Heating Compliance Surveyor post has been vacant for a couple of months now following the departure of the previous post holder. We have been fortunate that another team member holds the necessary experience and qualifications to provide interim cover in this role, and we have been extremely grateful for the additional duties he and the team administrator have taken on to ensure the core and essential functions of this post have continued to be delivered.
  - 1.3.4. The recruitment to our Maintenance and Planned Works Surveyors is twofold; some of this recruitment is to replace roles that are, or will be, vacant due to natural staff turnover (2x Maintenance Surveyors, 1x Planned Works Surveyor). We are also bringing in additional resources to reflect the increased budget and spend on planned and major works projects, and our commitment to be proactive, rather than responsive, in the delivery of our repairs services.

1.3.5. Where vacancies have occurred, we have worked hard to ensure that we use existing resources to provide cover. This can, of course, sometimes mean that the team's focus shifts to core and essential activities, but we have been conscious to balance service delivery with financial responsibility. This means that we have been able to keep agency use to a minimum (we currently only have one agency worker across all of Property and Assets) and are not using the services of any external consultants to bridge the gaps.

1.4. We have also previously informed the HRB of additional interim resource brought in to support with our housing-related complaints. This post has been covered on a casual basis over the past few months, however I am pleased to say that, as of Monday 4<sup>th</sup> August, Tanya Traylen will take up a post full time on an initial 6-month contract as our Housing Performance Lead.

Initially, Tanya will primarily be looking at our complaints processes within housing, and how we can take a more holistic approach when dealing with complaints, and how we can better understand and identify issues and problems early-on in order to support early intervention and resolution for our tenants.

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**Financial implications:**

The staffing updates given in this report are within the approved budget

**Legal implications:**

There are no legal implications.