

ALMO DELEGATION AGREEMENT

Annex A

FUNCTION	TASK DELEGATED TO ALMO	TASK RETAINED BY COUNCIL	COMMENTS
<u>Letting of Properties</u>			
Void management	√		
Lettings policy		√	
Letting procedures – selection of tenants and offers	√		
Sign ups	√		
Appeals re Housing Register	√		
HOMES (property transfer scheme)	√		
Rent remission	√		
Marketing	√		
Difficult to let strategy	√		In line with Housing strategy development
Nominations to HA's	√		
Supply and demand	√	√	
Adapted property database	√		Access by Council
Asylum seekers (policy)		√	Housing element ALMO/ Strategy Council
Asylum seekers (rehousing)	√		
Mutual exchanges	√		
Transfers - assess	√		
Transfers - offer	√		
Assignments	√		
Successions	√		
<u>Collection and Management of Income</u>			
Rent setting policy		√	Some responsibility for setting individual rents and setting service charges will be delegated to the ALMO
Rent and arrears collection	√		
Service charge collection	√		

FUNCTION	TASK DELEGATED TO ALMO	TASK RETAINED BY COUNCIL	COMMENTS
Sundry debts e.g. rechargeable repairs, wardens telephones	√		
Mortgage references	√		
Former Tenant Arrears	√		
Solo alarms	√		Revenue collection element
Leasehold charges collection	√		Rate set by Council
Garages, plots, allotments	√		Rate set by Council
Insurance scheme	√		Rate set by council
Lettings of community centres	√		
Gypsy sites	√		
Guests bedrooms	√		Rate set by Council
Cooker scheme	√		Rate set by Council
Heating charges	√		Rate set by Council
Access agreements	√		
Debt counselling	√		
Invoice management - Creditors	√		
<u>Tenancy Management</u>			
Enforcement	√		
Permission for improvements	√		
Neighbour disputes	√		
Mediation	√		
Tenancy Enforcement Specialist	√		(Tenancy Enforcement Team)
Abandoned properties	√		
Liaison with drugs services	√		
Liaison with Police	√		
Compensation for improvements	√		
Right to Repair	√		
Insurance claims	√		
Liaison with Legal Services	√		

FUNCTION	TASK DELEGATED TO ALMO	TASK RETAINED BY COUNCIL	COMMENTS
Anti Social behaviour	√	√	Retained - Strategy ASBO Policy Council
Tenancy Support	√		
Aids and adaptations	√		(Assessments with social services)
Liaison with Social Services - casework	√		
Liaison with Probation, Welfare Benefits, and other agencies	√		
Domestic Advisors	√		
Wardens	√		
Central Call		√	
Call centres	√	√	ALMO involvement on CIS
Domestic violence	√	√	Implementation ALMO / Strategy Council
Racial harassment	√	√	Implementation ALMO / Strategy Council
Homophobic harassment	√	√	Implementation ALMO / Strategy Council
<u>Estate Management</u>			
Management of HRA land	√		
Regeneration and development	√		Within context of strategy
Community plans	√		
Abandoned vehicles	√		
Management of major contracts	√		
Security	√		
Burial of the dead		√	
Environmental improvements	√		
Environmental protection and improvement (HRA dwellings)	√		
Disposal of land		√	
Clearance Approvals		√	
Clearance Implementation	√		
Caretakers	√		
Neighbourhood pride	√		Liaison / budget arrangements
Garden competition	√		

FUNCTION	TASK DELEGATED TO ALMO	TASK RETAINED BY COUNCIL	COMMENTS
Garage sites	√		
Grounds maintenance	√		
Estate inspections	√		
Play areas	√		
Allotments	√		
Shops	√		Almo would oversee role of estates
Neighbourhood wardens	√		
Heating Services Unit	√		
Community Refurbishment scheme	√		
Complaints from owner occupiers (e.g. boundary disputes)	√		
Enforcement of conveyances	√		
Removal of rubbish	√		
Liaison with other services	√		
Parking and roads (HRA land)	√		
Property rented to other services	√		
<u>Tenant Participation</u>			
Community centres	√		
Tenant compacts - implementation and delivery	√		
Tenants Federation	√	√	
TARAs	√		
Estate offices - management of accommodation for TARAs	√		
Links with Area forums	√		
Local and housing advisory panels	√		
BMBC Tenant body grants	√		
Neighbourhood Watch Development	√		
Community Partnerships	√		
Newsletter to tenants	√		

FUNCTION	TASK DELEGATED TO ALMO	TASK RETAINED BY COUNCIL	COMMENTS
Tenant participation in relation to Strategy role		√	
Surveys	√		
Consultation on issues of organisational responsibility	√		
<u>Information and advice</u>			
Reception service	√		In liaison with CIS development
Member enquiries	√		
Leaflets and booklets	√		
Intranet and Internet information	√		
Homelessness and housing advice		√	
Housing benefits		√	
Access to other Council services and other bodies	√		
Opening hours / services out of hours	√		
<u>Policy and Planning / Co-ordination</u>			
Human Resource Management	√		
Training	√		
Bidding for capital resources		√	Prepared by ALMO as part of HRA delegation
Performance Management	√		In line with Corporate policy
Resource / Budget management (CSCs)	√		
Best value reviews		√	With ALMO involvement
Complaints / Customer services	√		
Energy efficiency	√ Implementation	√	Strategic-Council/ Implementation - ALMO
Press enquiries	√		
Health & Safety	√		
Procedural review	√		
IT	√		Links with Corporate Strategic Partner

FUNCTION	TASK DELEGATED TO ALMO	TASK RETAINED BY COUNCIL	COMMENTS
Policy development	√		(Internal to ALMO)
Information systems and strategy	√		
Equal Opportunities	√		
Contribution to Housing Strategy	√		
Internal communication	√		
Support People strategy		√	
Customer care	√		
Contribution to community planning	√		
Partnership in Action	√	√	
Emergency planning	√	√	
Employment and training initiative	√		
Repairs and Maintenance			
Stock Maintenance Best Value review	√		
Management of Building works	√		
Capital Programme; Housing Investment Planning	√		
Environmental services relating to housing or housing common areas	√		
Estate based crime and disorder activity	√		
Estate based regeneration	√	√	ALMO / Council work
Housing Revenue Account subsidy returns		√	Prepared by ALMO, as part of HRA delegation
Letting of Property / Housing register / waiting lists / Assessments	√		
Leasehold management	√		
Management of HRA assets	√		
Management of existing contracts let via HRA	√		
Private sector regulatory activity		√	

FUNCTION	TASK DELEGATED TO ALMO	TASK RETAINED BY COUNCIL	COMMENTS
Right to Buy administration	√		(Estate based / research)
Right to Buy approvals		√	(Processing RTB)
Other exchequer services in neighbourhood offices		√	
Sheltered housing	√		