



# PreTenancy

- TEAM 1 - Assessments & Allocations:

Assessment of Social Housing Applications

Allocations of Social Housing

I-House System

Housing Counter

Applicant Support & Queries

- TEAM 2 - RAS/Long Term Leasing

Sourcing Accommodation

Allocations

Landlord Contracts

Recoupments

Tenancy & Landlord Queries & Support

# PreTenancy

- TEAM 3 – Homeless Services

Assessment of Homelessness

Case Management & Coordination

Regional Coordinator of Homeless Services – funding & regional forum

Homeless Forum

Pass System

- Other :
- SPC
- Ombudsmans/FOI
- Councillor Queries
- Financial Management
- Department Liaison

# Post Tenancy

- TEAM 1 – Estate Management

## Tenancy Support

- Anti-Social Behaviour
- Residents Association
- Case Management & Support
- Allocations/Permissions to Reside/Abandoned Properties reports etc
- Management Companies
- Community Wardens

## TEAM 2 – Traveller Caretaker Services

- Halting Site Maintenance & Management
- Control of Horses

# Post Tenancy

TEAM 3 – Support Services:

## 1. Rents

Weekly Rent Run

Rent Assessments & Reviews

Arrears Management with Debt Management Unit

## 2. Support Services

Permission to Reside

Succession of Tenancy

Court Services – Demand for Possessions/Notice to Quits

Transfer List

Housing Counter

## 3. Tenant Purchase – Loans/Mortgages financial management

Affordables – sales/ renting out of/permissions/orders etc.

# Social Work

- Traveller
- Elderly
- Disabled
- Homeless
- Assessment & Allocation Support
- Estate Management Support
- Individual Client Support
- Case Conferences
- Liaison with HSE & Service Providers
- Crisis Situations

# Social Inclusion

- Access Officer – Support to People with Access requirements to Galway City Council (all depts)
- European Integration Funding Programme Coordination (including financial & programme reporting to Pobal for Galway City Project)
- LBGT Liaison
- Older Persons/Age Friendly Liaison
- Galway City Partnership – Dementia Project
- Social Inclusion Week & Accessibility Week Coordination

## Housing Duties:

- Housing & Disability Forum
- Transfers
- Vacant Properties Support
- Policy Review – Anti-Social Behaviour Policy/Transfers/Allocations etc.
- Tenancy Training Programme development (including new Handbook)

# CAPITAL

- SHIP
- Capital Funding Initiatives – Retro-fitting/Remedial
- DPG Housing Scheme for Elderly/IWIL/Extensions
- Part Vs
- Asset Register
- CAS
- CALF
- Management Companies
- Acquisitions & Reconstruction works
- Funding – Extensions/Voids
- Financial Management
- Returns and Recoupment to Department



# Traveller Accommodation Plan

Implementation of the Traveller Accommodation Plan

Coordination of Carrowbrowne response

Liaison with Families

Support to LTACC

Liaison with Traveller Accommodation Unit – Department

Financial Recoupments etc.

# Maintenance

Planned Maintenance

General Maintenance

Change of Tenancies works

Response Maintenance

Retro fitting- Shallow & Deep

Radon Re-mediation

Building Control

Inspections of Private Properties for RAS/LTL etc

Fire Claims

Works re Mgt Companies

Traveller Accommodation Maintenance including Halting Sites & Group Housing

Liaison with Department on Funding Schemes & Recoupment

Financial Management