
Appendix 2: Roles and responsibilities

Tenancy Management Team (Tenancy Management Officers)

- Housing Managers to ensure all TMT staff are aware and trained in the use of the policy.
- TMOs to advise Residents of their responsibilities and make them aware of the policy.
- Provide/signpost Residents to application form and any guidance to make an application and advise residents on any queries/questions.
- Ensure all relevant documentation is received from the tenant in order for an application to be considered. Advise residents what further documentation is required, if not provided with application.
- Write to residents requesting further information to assess an application, granting consent/refusal, and specify any relevant conditions within agreed policy time scales.
- Liaise between Tenant and TPS Surveyors to arrange inspections of any works which have been carried out.
- Initiate and co-ordinate any tenancy enforcement action where unauthorised alterations are identified.
- Refer any appeal or request for review to our Complaints Procedure.
- Ensure a proper audit trail of any decision (and all relevant paperwork) is kept locally/ scanned to Northgate/Iclipse.

Technical and Property Services Team (Surveyors)

- Surveyors to advise on any potential pre alteration/improvement issues where information/designs are provided by TMO.
- Approve/refuse/request changes to any work specification.
- Carry out inspections (and any re-inspections) within agreed policy time scales post any works carried out by residents.
- Advise/recommend to TMOs if permission should be:
 - granted
 - refused
 - further information required or
 - any conditions that should be attached to any consent.(and provide any reasons to TMO, so this can be provided to the tenant/applicant)
- Send information to Customer Services for any re charges that should be raised for inspections.
- Advise TMOs where any unauthorised alteration are identified or seen by Surveyors to enable TMO to advise residents to make alteration/improvement application or initiate enforcement action.