



hebridean housing  
partnership

# Background Information for Applicants for Employment

Registered Charity No : SC035767

A Registered Society under the Co-operative and Community Benefit Societies Act 2014 : 2644R(S)

Registered Property Factor:PF000183

Registered Social Landlord Registration No: 359

This document has been designed to give you an insight into the work of HHP as an organisation.

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## General Introduction to the organisation.

### Who are we?

The Hebridean Housing Partnership (HHP) was formed to take forward the ownership of 1800 Local Authority houses from Comhairle Nan Eilean Siar (CNES). Stock transfer took place in September 2006. We currently manage over 2205 properties for rent throughout the Western Isles. We have offices in Stornoway on the Isle of Lewis, and Balivanich in North Uist. Our organisation currently employs 50 staff.

### Our Vision?

*“The Hebridean Housing Partnership vision is to provide good quality and affordable homes and to secure consistently excellent housing services throughout the Western Isles”*

### Our Objectives?

We have seven broad objectives:

#### Objective 1

Placing tenants at the centre of everything we do, and engaging the wider community

#### Objective 2

Investing in a sustainable way in tenants' homes

#### Objective 3

Delivering continuous improvement over time

#### Objective 4

Providing efficient, effective housing management services of the highest quality whilst keeping rents affordable

#### Objective 5

Being a good employer that attracts and retains high quality staff

#### Objective 6

Delivering value for money

#### Objective 7

Making the biggest impact on the economic wellbeing of communities throughout the Outer Hebrides that resources allow

## Management and Governance of the Organisation

This section gives information about the Governance arrangements and operating structures for Hebridean Housing Partnership.

### Constitutional Arrangements

HHP has charitable status and is registered with the Financial Conduct Authority as a Registered Society under the Co-operative and Community Benefit Societies Act 2014, Reg No 2644R(S). We are registered with the Scottish Housing Regulator as a Registered Social Landlord. As a charity and as a registered social landlord, any surpluses must and will be used to meet HHP's objectives.

### Governance

HHP is governed by a board of Members. Board Members will be bound by a Code of Governance which sets out the principles of good governance. Although not paid for their work, Board members perform the roles very similar to company directors. All Board Members receive training to meet the governance standards of the Scottish Housing Regulator.

The main Board is supported by the Audit & Risk Committee.

### Management

The Chief Executive, The Director of Operations and The Director of Finance & Corporate Services make up the Executive team.

#### Chief Executive

The Chief Executive is responsible to the Board for the efficient running and overall performance of HHP. The Chief Executive is also responsible for communications and external promotion of HHP.

#### Director of Operations

The Director of Operations has four managers reporting to him who are responsible for the quality and effectiveness of:

- The implementation of stock investment and the procurement programme.
- Housing management services (including allocations, tenancy support and rent arrears), estate management and tenant participation.
- Marketing and customer research.
- Other customer services, Housing Advice services and Housing Benefit liaison and housing support.
- Services to owner occupiers involved in communal repairs and tenants exercising the Right to Buy.

## Director of Finance & Corporate Services

The Director of Finance and Corporate Services is responsible for:

- All elements of financial planning and management, including Investment Programme planning and co-ordination, budget setting and monitoring, preparation of Annual Accounts, and Treasury Management.
- ICT development.
- The provision of day-to-day, admin and legal services, and contracting of more specialist advice as and when required.
- Board and Committee administration.
- Office management.
- Insurance.

## Departments And Their Functions

HHP has two main Departments, Operations and Finance & Corporate Services, managed by the Director of Operations and the Director of Finance & Corporate Services respectively.

### Operations

The Operations Department is split into three main teams covering two areas - Lewis and Uist/Barra/Harris. The Lewis area team is based in Stornoway and the Uist, Barra and Harris team is located in Balivanich with support from Castlebay and Tarbert CnEs offices. All Operations teams report to the Director of Operations.

### Housing Services

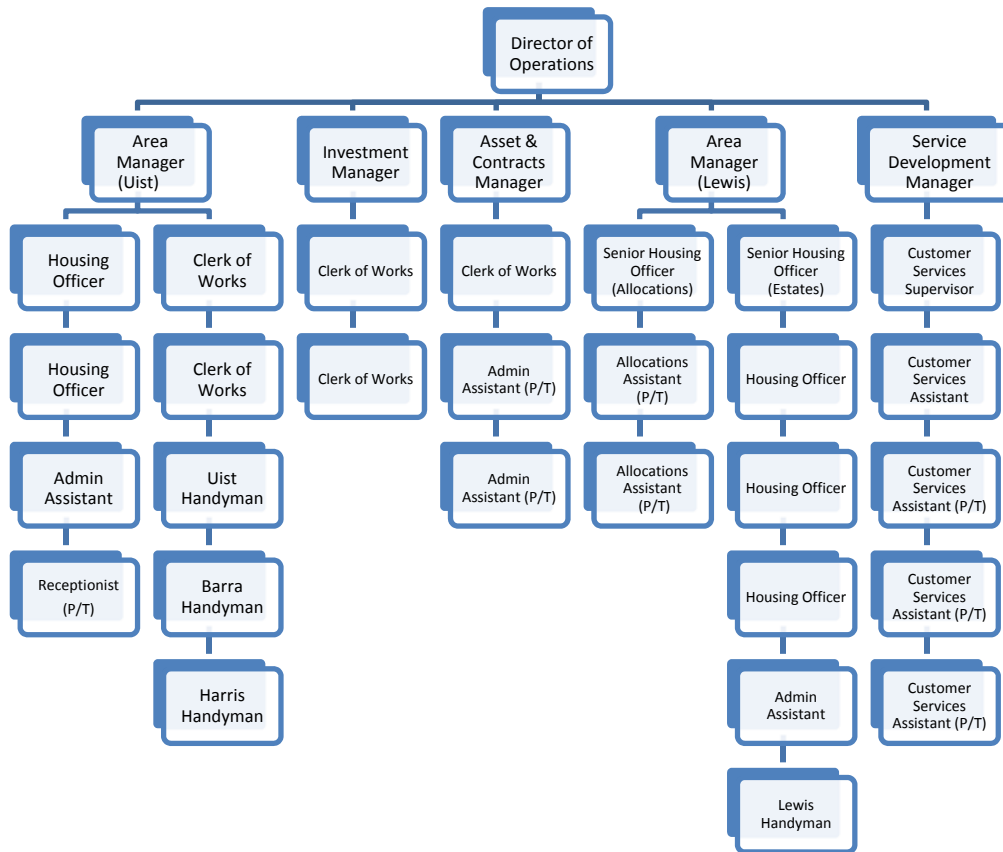
Each area has an Area Manager heading a team delivering housing management services. The teams are responsible for performance in housing management including voids, arrears, anti-social behaviour and estate management. Housing teams work extensively with external agencies to ensure tenant welfare is a priority.

### Customer Services

HHP places particular emphasis on Customer Service. A dedicated team, led by a Service Development Manager, is in place in Stornoway to respond to requests for service by phone or in person. They deal with a comprehensive range of housing services including repairs, applications for housing, complaints, rent queries and payments. The Frontline team are sufficiently trained to deal competently with a wide variety of requests for services.

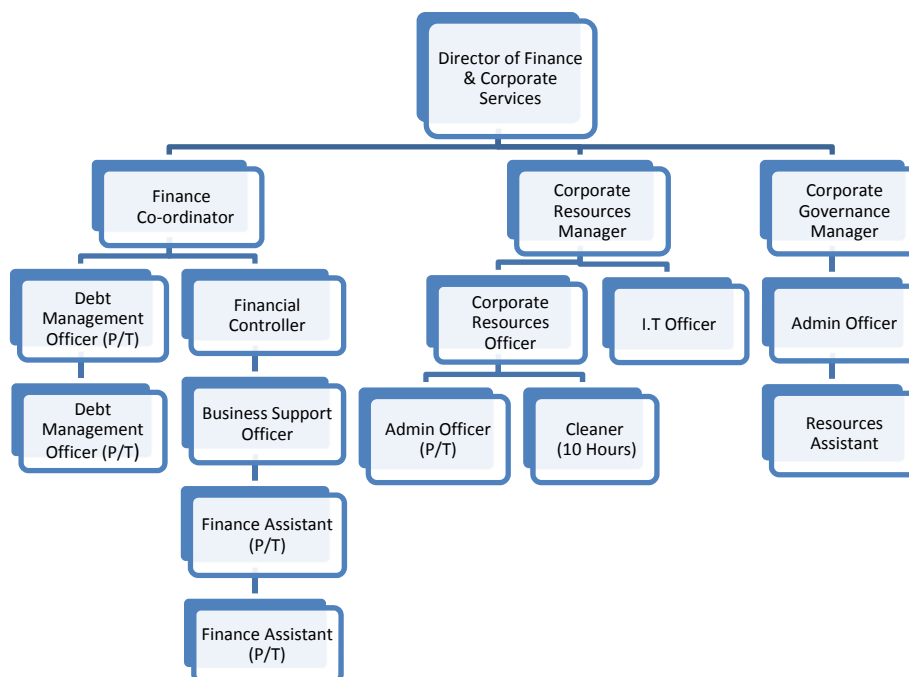
### Property Services

The Property Services team is led by an Assets & Contracts Manager and an Investment Manager who have a critical role in delivering HHP's Repairs & Maintenance Contract and the Investment Programme on time and to budget. HHP will always be judged on how well our Investment Plan is implemented. All matters in relation to the procurement and specification of repairs and improvement work will be the responsibility of the Property Services Managers.



## Finance & Corporate Services

The Finance & Corporate Services Department has just recently been restructured into three main teams as shown below:



## Corporate Governance

This team is headed by the Corporate Governance Manager and is responsible for the following areas:

- Board and Committee Administration
- Company Secretarial Support
- Performance Management
- Central Filing
- Corporate Standard
- Admin Support
- General Admin
- Data Protection

## Corporate Resources

The Corporate Resources Team is led by the Corporate Resources Manager and is responsible for the following areas:

- Information Technology
- Tendering
- Staff Training
- Managing the Board Room
- Purchasing
- Insurance
- Office Accommodation
- Health and Safety
- Risk Management Administration
- Data Protection
- Procedure Manual
- Mail and General Admin support

## Finance/Admin

This team is headed by the Finance Manager and is responsible for the following areas:

- Financial Management
- Legal
- Payments
- Debtors/Sales
- Cash Desk & Banking
- Right to Buy
- Sale/Disposal of other assets
- Rent accounting
- Subsidiary
- General Admin



