

Wherry Income Team

The Income Team is responsible for the collection of rent, charges and arrears, as well as the delivery of the financial inclusion initiatives. These initiatives could be as diverse as providing Money & Benefits Advice, information about Bank Accounts & Credit Unions or how to save money on utility bills.



Assistant Director of Income and Neighbourhood

Sue Stavers

Telephone: 0800 013 2327

Mobile Telephone Number 07736 028431

Email WherryIncomeTeam@circle.org.uk

Sue brings together our Neighbourhood, Income and Voids & Lettings teams. She is responsible for making sure that these services meet or exceed the levels set and agreed with our residents and the Wherry Board.

Head of Housing (Sustainable Communities)

Jodie Cunnington-Brock

Telephone: 0800 013 2327

Mobile Telephone Number 07796 191104

Email WherryIncomeTeam@circle.org.uk



Jodie oversees Income and Voids and Lettings service making sure that performance is high and a quality service is delivered. Jodie also coordinates the Association's employment opportunities for customers and secures funding from external agencies.

Income Managers

Jared Myers and Peter Fitzpatrick

Telephone: 0800 013 2327

Mobile Telephone Numbers 07736 028390 (Jared) 07796 090801 (Peter)

Email WherryIncomeTeam@circle.org.uk



Jared and Peter manage a team of 7 Income Officers and an Officer who deals with former tenant arrears. They also have 2 Assistant Income Officers, a Money Advisor and a Benefits and Money Advisor. The managers also handle team statistics, financial inclusion events and complaints. .



Wherry Income Officers (Norwich)

Telephone: 0800 013 2327

Email WherryIncomeTeam@circle.org.uk

The income officers cover a patch of around 800 properties each. Office based tasks include seeing customers who visit us, dealing with correspondence, writing letters, covering the telephones, referring customers for specialist help and liaising with external support agencies. The officers also visit customers at home, attend external meetings & present cases in the County Court.

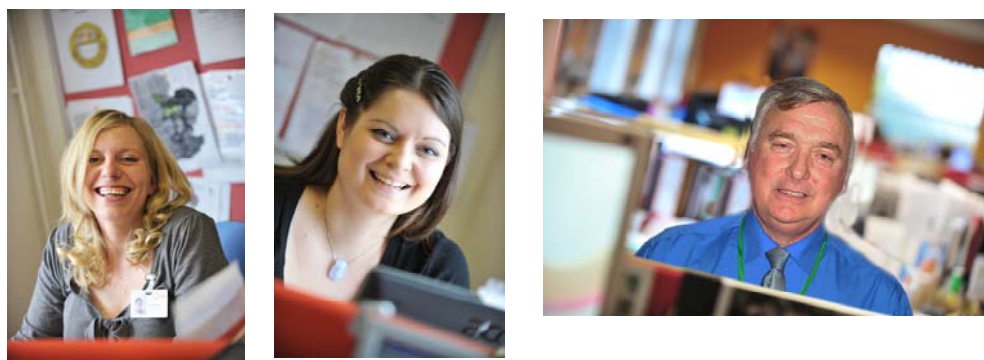


Left to right: - **Ania Brabbing (07880 781432)**, **Matt Chapman (07785 337226)**, **Emily Banham (07770 746778)**, **Sarah Bull (TBC)** and **Lisa Puncher (07880 784109)**

Wherry Income Officers (Cambridge)

Telephone: 0845 766 0344 or 01223 202700

Email: cambridgeincometeam@circle.org.uk



Helen Andrew (07919 545637), **Wendy Cornell (07717 588005)** and **Jon Perry (07833 541093)**

The income officers cover a patch of around 800 properties each. Office based tasks include seeing customers who visit us, dealing with correspondence, writing letters, covering the telephones, referring customers for specialist help and liaising with external support agencies. The officers also visit customers at home, attend external meetings & present cases in the County Court.



Former Tenant Arrears Officer

Donna Haslam

Telephone: 0800 013 2327

Email WherryIncomeTeam@circle.org.uk

Donna manages all former tenant accounts for Wherry. Office based tasks include seeing customers who visit us, dealing with correspondence, writing letters, covering the telephones, referring customers for specialist help and liaising with external support agencies. In addition to this Donna also refers cases to collection and tracing agencies, and issues claims to the Small Claims Court.



Benefits and Money Advisor

Ashlie Rumball

Telephone: 0800 013 2327

Mobile Telephone Number: 07880 786609

Email WherryIncomeTeam@circle.org.uk

Ashlie assists our customers who have debt or benefit problems, including visiting customers as necessary, writing to creditors to gather information, making offers toward repayment, assisting with bankruptcy, a Debt Relief Order, or an Administration order. Ashlie also assists customers with benefit appeals and tribunals.



Money Advisor

Jim Chamberlin

On secondment from Norwich CAB

Telephone: 0800 013 2327

Mobile Telephone Number 07917 242562

Email WherryIncomeTeam@circle.org.uk

Jim assists our customers who have debt or money problems. This includes visiting customers, writing to creditors to gather information, making offers toward repayment, assisting with bankruptcy, a Debt Relief Order, or an Administration order.



Assistant Income Officers

Arran Everitt and Mark Twomey

0800 013 2327

WherryIncomeTeam@circle.org.uk

The Assistant Income Officers tasks include seeing customers who visit us, dealing with correspondence, writing letters, covering the telephones, referring customers for specialist help and liaising with Housing Benefit departments. They also make sure our database is up-to-date and all paperwork is electronically filed quickly.

