

Wherry Neighbourhood Team

The Wherry Neighbourhood team is responsible for providing the tenancy management to all our residents. They are the main link for residents with the Association and provide all the services around tenancy changes, ASB, Mutual Exchange, Estate Inspections, Patch Panels, Community Engagement, viewings and sign ups and offering the community warden service to all.



Assistant Director of Income and Neighbourhoods

Sue Stavers

Telephone: 0800 013 2327

Mobile Telephone Number 07736 028431

Email WherryIncomeTeam@circle.org.uk

As the Assistant Director, 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 (Neighbourhoods)

Yvette Holmes

Telephone: 0800 694 0165

Mobile Telephone Number 07500 228703

Email wnt@circle.org.uk

Yvette Holmes is the Head of Housing responsible for the delivery of all Neighbourhood Services. Wherry's Neighbourhood Team is responsible for all tenancy and estate management. This includes estate inspections, resident involvement, letting properties and managing anti social behaviour cases. They work in 3 teams covering Norfolk, Suffolk and Cambridgeshire. The Neighbourhood Team is supported by the ASB Reduction Team, which includes the Community Wardens and the Family Intervention Workers.

Wherry Neighbourhood Managers

The Wherry Neighbourhood Managers are responsible for ensuring their team of officers and Customer Service Assistants are providing our residents with a full service as agreed in our resident's handbook, resident involvement agreement, key performance indicators and local performance indicators (for patch information see Neighbourhood Officers).



Neighbourhood Manager

James Yaxley

Area: Patch 1, Patch 3, Patch 4, Patch 6

Telephone: 01603 703581

Mobile Telephone Number 07917 158070

Email wnt@circle.org.uk



Neighbourhood Manager

Kevin Tracey

Area: Patch 2, Patch 5, Patch 7, Patch 8, Patch 9

Telephone: 01603 703581

Mobile Telephone Number 07736 028536

Email wnt@circle.org.uk



Neighbourhood Manager

Ruth Mann

Area: Patch 10

Telephone: 01223 202700

Mobile Telephone Number 07810 656075

Email cambridge@circle.org.uk



Neighbourhood Manager (ASB)

Paul Wade

Area: ASB for all Patches

Telephone: 01603 703581

Mobile Telephone Number 07500 814883

Email wnt@circle.org.uk

Paul is responsible for ensuring that all ASB cases are managed correctly by the Neighbourhood Officers through the ASB process.



Neighbourhood Officer (Special Projects)

Mehmet Yaman

Area: Estate Management

Telephone: 01603 703581

Mobile Telephone Number 07736 028430

Email wnt@circle.org.uk

Mehmet has a specific responsibility for special projects. He is currently working on the tendering process for the Ground Maintenance, Cleaning and Tree Maintenance contracts. He is also reviewing how Estate Inspections are carried out and ensuring maps of our estates are up to date.

Wherry Neighbourhood Officers

Norwich Office - Telephone: 01603 703581 or 0800 694 0165

Email wnt@circle.org.uk

Cambridge Office - Telephone: 0845 766 0344 or 01223 202700

Email wherryrepairs@circle.org.uk

Wherry Neighbourhood Officers are the main point of contact for our residents delivering the service within a designated patch. The main areas of responsibility are assistance with moving home, resolving Anti Social Behaviour issues, looking after your estate and keeping in touch with you to ensure that we are providing the services you require.



Neighbourhood Officer

Stuart Ingram TBC

Area: Patch 1

Acle, Beighton, Buckenham, New Burlingham, Cantley, Diss, Freethorpe, Goresdon, Gt Yarmouth, Halvergate, Hasingham, Hemblington, Hethersett, Lipenhoe, Lingwood, Moulton St Mary, New Burlingham, Newton

Flotman, Palgrave Ranworth, Reedham, South Burlingham, South Walsham, Strumpshaw, Tunstall, Upton, Wickhampton and Wymondham.



Neighbourhood Officer

Adam Gilbertson 07500 228709

Area: Patch 2

Beeston, Brandon, Castle Acre, Downham Market, Dereham, Great Dunham, Gressenhall, Griston, Heacham, Hockering, Honingham, Kings Lynn, Methwold, Saham Toney, Shipdham, Snettisham, Swaffham, Terrington St Clement, Upwell, Watlington, Watton, West Lynn, West Winch and Yaxham



Neighbourhood Officer

Dan Kelly 07917 592958

Area: Patch 3

Aylsham, Burgh, Buxton, Cromer, Hainford, Hevingham, Hold, Horsford, Lamas, Marsham, Newton St Faith, North Walsham, Roughton, Sheringham, Stratton Strawless and Tuttington



Neighbourhood Officer

Lucy Heyhoe 07500 122620

Area: Patch 4

Blofield, Brundall, Postwick and Thorpe St Andrews



Neighbourhood Officer

Jennifer Hoyer 07768 556765

Area: Patch 5

Attleborough, Bury St Edmunds, Felixstowe, Ipswich, Kenninghall, Kesgrave, Loddon, Old Newton, Poringland and Roydon.



Neighbourhood Officer

Laura Broome 07500 814862

Area: Patch 6

Hellesdon, Horsham St Faith, Norwich, Catton and Spixworth



Neighbourhood Officer

Dave Scott 07879 809072

Area: Patch 7

Sprowston

Part Time: Mon / Tue and Weds only



Neighbourhood Officer

Pauline Venables 07768 558094

Area: Patch 8

Alderford, Attlebridge, Bawdeswell, Briston, Costessey, Cawston, Drayton, Fakenham, Felthorpe, Foulsham, Guestwick, Gt Ryburgh, Gt Witchingham, Lenwade, Lyng, Reepham, Ringland, Swannington, Taverham, Themelthope, Warham, Weston Longville, Wood Dalling.



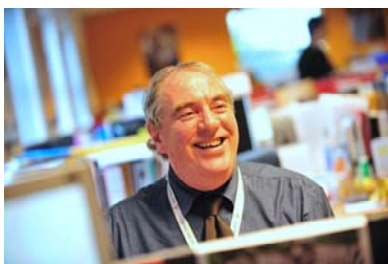
Neighbourhood Officer

Sue Tyler 07736 028459

Area: Patch 9

Belaugh, Coltishall, Crostwick, Frettenham, Horstead, Gt Plumstead, Little Plumstead, Penxworth, Rackheath, Salhouse, Stalham and Wroxham

Part Time: Wed / Thurs and Fridays only



Neighbourhood Officer

Sean Hannon 07736 028403

Area: Patch 10a

Peterborough, East Cambs, Huntingdon, Fenland and Lincolnshire



Neighbourhood Officer

Jenna Yardy 07917 707037

Area: Patch 10b

Cambridge City, South Cambs and Forest Heath



Senior Investigating Officer

Chris Rundle 07767 818880

Chris deals with all complex Anti Social Behaviour (ASB) cases preparing documentation, organising mediation and preparing information for legal cases at court if required.

Wherry Customer Services Assistants (Norwich)

The neighbourhood customer services assistants provide administrative support to the Wherry Neighbourhood team. Their duties include booking appointments, recording and tracking Neighbourhood Performance, acknowledging and processing all applications for processes such as Mutual Exchanges, as well as the case management of various ASB issues and requests to change or amend tenancy details.



Customer Services Assistant

Christine Hagg

Area: Patch 1, Patch 3, Patch 4 and Patch 6

Telephone: 01603 703581

Email wnt@circle.org.uk



Customer Services Assistant

Oliver Neve

Area: Patch 2, Patch 5, Patch 7, Patch 8 and Patch 9

Telephone: 01603 703581

Email wnt@circle.org.uk



Customer Services Assistant (ASB & Performance)

Charlie Ottaway

Area: ASB Administration

Telephone: 01603 703581

Email wnt@circle.org.uk

Charlie works in the ASB Reduction Team and provides administrative support to the Neighbourhood Officers and Community Wardens. This includes logging all ASB reports on our system, sending out acknowledgements to complainants, allocating the case to the lead handler and giving advice to residents on low level ASB cases. Charles also helps with Wherry's Excellent Estates Project.

Wherry Customer Services Assistants (Cambridge)

The Cambridge neighbourhood customer services assistants are responsible for the reception service of the Cambridge office. They make appointments for tenant visits, deal with general enquiries, mutual exchanges, change of tenancies and other administrative tasks. They also carry out all the voids and allocation processes for the team and take rent payments over the telephone.



Ayesha Morton and Simon Rowley

Telephone: 0845 766 0344 or 01223 202700

Email cambridge@circle.org.uk

Wherry Community Wardens

Our Wardens provide a highly visible presence on our estates often acting as the first point of contact for residents. They work closely with the Neighbourhood Team to ensure the estates are well maintained and a safe place to live. They can deal quickly with environmental incidents of ASB such as fly tipping, graffiti, abandoned vehicles and dog fouling but are also very involved with community events. They can offer support to victims of ASB by regular reassurance visits or telephone calls.



Community Warden Supervisor

Trevor Nelson 07825 658034

Area: Patch 3, Patch 4 and Patch 6

Telephone: 01603 703581

Email wnt@circle.org.uk



Community Warden

Nick Walker 0778 9500484

Area: Patch 1, Patch 7 and Patch 8

Telephone: 01603 703581

Email wnt@circle.org.uk



Community Warden

Andy Bridge 07789 500128

Area: Patch 2, Patch 5 and Patch 9

Telephone: 01603 703581

Email wnt@circle.org.uk



Community Warden

Paul Fellows 0779 5335935

Telephone 01603 703581

Email wnt@circle.org.uk



Handy Person

Sam Edgar

07977 280934

Area: Patch 10a and Patch 10b

Telephone: 0845 766 0344 or 01223 202700

Email Cambridge@circle.org.uk

Sam Edgar is the handyman for the Cambridgeshire area. Sam's duties include grounds maintenance where there are no formal contracts, removal of fly tipped rubbish, estate maintenance and small scale property and estate based repairs.

Family Intervention Workers

Sue Garwood 07824 896161 and Paul Beeby 079172 44407

Telephone: 01603 703581

Email wnt@circle.org.uk

The Family Intervention Workers support families to help them establish routines and provide practical advice to customers to help maintain their tenancy with Wherry.



Customer Services Assistant Apprentice

Telephone: 0800 694 0165

Email wherry.info@circle.org.uk

Rebecca Barber

Rebecca is an apprentice working as a Customer Services Assistant and assists with the whole department with general office administration.