

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

Email WherryIncomeTeam@circleanglia.org

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

Email WherryIncomeTeam@circleanglia.org



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 Elizabeth Carter

Telephone: 0800 013 2327

Email WherryIncomeTeam@circleanglia.org



Jared manages 4 Income Officers, our Money Advisor & our Benefits & Money Advisor & the Income Apprentice. Jared also deals with team statistics, financial inclusion events, complaints and expressions of dissatisfaction.

Liz manages 3 Income Officers, 1 Income Officer (former tenants) & 2 Assistant Income Officers. Liz also deals with team statistics, financial inclusion events, complaints and expressions of dissatisfaction.



Wherry Income Officers (Norwich)

Telephone: 0800 013 2327

Email WherryIncomeTeam@circleanglia.org

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: - **Emily Banham, Marie Barrowcliffe, Matthew Chapman, Sarah Bull & Ania Brabbing**

Wherry Income Officers (Cambridge)

Telephone: 0845 766 0344 or 01223 202700

Email: cambridgeincometeam@circleanglia.org



Left to right:
Helen Andrew and Wendy Cornell



Former Tenant Arrears Officer

Gillian McEwan

Telephone: 0800 013 2327

Email WherryIncomeTeam@circleanglia.org

Gillian 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 Gillian 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

Email WherryIncomeTeam@circleanglia.org

Ashlie assists our customers who have debt or benefit problems. This includes 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

Email WherryIncomeTeam@circleanglia.org

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

Aaron Everitt and Emily Robertshaw

0800 013 2327

Email

WherryIncomeTeam@circleanglia.org

Arran and Emily are office based and their 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.



Income Apprentice

Bruce Solomon

Telephone: 0800 013 2327

Email WherryIncomeTeam@circleanglia.org

Bruce has joined the Income Team as an apprentice; he will be dealing with administrative tasks whilst learning the role of the Income Assistant.