

## 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](mailto: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](mailto: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](mailto:WherryIncomeTeam@circleanglia.org)



Jared manages 4 Income Officers, our Money Advisor & our Benefits & Money Advisor. 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](mailto: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.

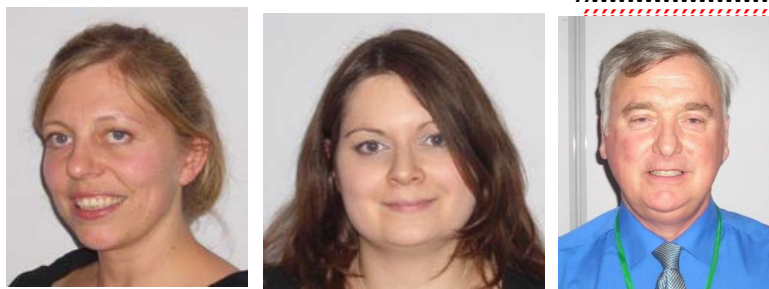


Left to right: - Emily Banham, Marie Barrowcliffe, Matthew Chapman, Sarah Bull, Ania Brabbing, & [redacted]

## Wherry Income Officers (Cambridge)

Telephone: 0845 766 0344 or 01223 202700

Email: [cambridgeincometeam@circleanglia.org](mailto:cambridgeincometeam@circleanglia.org)



Left to right:  
Helen Andrew  
Wendy Cornell  
& [redacted]



## Former Tenant Arrears Officer

**Gillian McEwan**

Telephone: 0800 013 2327

Email [WherryIncomeTeam@circleanglia.org](mailto: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 [ | Á F Í € H Á € H Á Ì H

Email [WherryIncomeTeam@circleanglia.org](mailto: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**

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Telephone: 0800 013 2327 [ | Á F Í € H Á € H Á Ì H

Email [WherryIncomeTeam@circleanglia.org](mailto: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

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Email

[WherryIncomeTeam@circleanglia.org](mailto:WherryIncomeTeam@circleanglia.org)

Arran and Ö } } æ 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.