

JOYCE GUEST
General Manager (Community Services)

Customer Contact

**Team Leader
Ken Sharpe**

Support the frontline service delivery of a wide range of the Council's service areas including:

- Reception
- Call Centre
- Concessionary Travel
- Council Tax
- Housing Benefits
- Housing enquiries
- Refuse and Recycling
- Wide range of advice and support on Council services

Housing Services

**Manager
Cyril Downing**

Statutory Duties under Housing Legislation in connection with:

Prevention of Homelessness

Housing the Homeless

Housing Advice & Assistance

The administration of the Common Housing Register for all Housing Associations in NDDC's area in connection with all types of affordable housing, ie

- Rented
- Shared Ownership
- Affordable Low Cost Market Homes

Revenues & Benefits

**Manager
Margaret Madgwick**

Administration and collection of Council Tax including Recovery through the Courts

• Administration and collection of NDR – including Recovery through the Courts

• Administration and payment of Council Tax and Housing Benefit

Operations

**Manager
Ian Brewer**

- Refuse
- Recycling
- Commercial/Trade Waste Collections
- Special Collections of bulky items of household waste
- Street Cleansing
- Public Conveniences
- Abandoned Vehicles

Leisure Services

**Manager
Nathan Fazakerley**

To facilitate:

- Sport
- Fitness
- Health and Leisure Opportunities
- To provide a social focus for the community
- Encourage Active Lifestyles

**Environment/
Licensing**

**2 Team Leaders
Kerry Pitt-Kerby**

- Pollution Control
- Nuisances (noise/odours/dust etc)
- Air Quality
- Contaminated Land
- Drainage
- Housing Conditions
- Housing Grants
- Home Energy Conservation
- Dog Warden
- Pest Control

Roger Frost

- Food Safety
- Public Health
- Infectious Disease
- Health & Safety
- Water Quality
- Licensing: Alcohol Gambling Animal Welfare Entertainment Taxis etc
- Smoking Laws
- Street Naming
- Footpaths
- Blandford Fly Treatment