

WHITEHEADS

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Public Sector Services

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Housing Management

Whiteheads' lawyers are solutions focused and whatever the issue, we can work with you across the whole spectrum of housing management to achieve swift and cost effective results.

CALL 0844 873 1360

Free Advice and Case Management Surgeries

In order to move cases forward quickly, clients are encouraged to use our free general advice line or to arrange free case management surgeries, so we can look at the issues and work together on the solutions.

Tenancy Management

Tenancy and management agreements create the foundation for the relationship with your customers. We work with our clients to create straightforward agreements that they can rely on should they need to enforce or terminate them.

We also provide advice to clients on all aspects of the tenancy 'lifecycle' from choosing the right agreements to dealing with breaches and where necessary the processes involved in ending a tenancy.

Anti-Social Behaviour

ASB needs swift action often from a number of partners. Talking to us early in the process helps as we work with our clients to develop a robust response in every case. Whether it is an early intervention or court representation, we can help you tackle the issues using the tenancy agreement, the law and practical approaches.

Income Management

Your business relies on your customers paying rent, service charges and other money on time and your income directly influences how services are provided. If you are experiencing delays or non-payment, we can help you recover money promptly to minimise the effect on the business.

Estate Management

Providing quality, affordable and safe housing to tenants is the aim of all social landlords. Regular visits, inspections and closely following legislation and best practice can reduce the risk of claims being made against you. We provide advice on reducing the risk of claims or how to respond if a claim is made.

Other Services

- Risk Management
- Policy & Procedure reviews
- Specialist advice
- Service Charges – consultation & recovery



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Disrepair and Dilapidations

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Disrepair

Damages claims and applications for specific performance can escalate rapidly and become financially out of control. To prevent this you need advice which is fast expert and commercially aware. If a claim is made respond quickly and pick up the phone.

Commercial Dilapidations

We have experience of handling commercial dilapidations claims including arbitrations. Such cases rely heavily on working closely with expert surveyors and obtaining the best evidence. Negotiations can be complex but robust responses can lead to positive outcomes.

Training

In addition, we provide regular training and professional development to asset management teams on duties and obligations, best practice and strategic planning to defend Disrepair Claims.

How We Work

We achieve results by:

- Providing a free case review and planning meeting
- Developing a detailed action plan
- Exploring the mechanisms for minimising liability
- Working with expert surveyors to reduce claims
- Keeping you updated at all times about progress
- Tough negotiation with 'the other side'



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Business Risk

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Corporate Manslaughter

A serious risk to business is the legislation on Corporate Manslaughter that introduced a new offence where organisations can be prosecuted for gross failures in the management of Health & Safety.

Data Protection

You have access to a huge amount of personal and sensitive data and understanding how to manage this information can protect your organisation, your staff and your customers. It is also important when developing relationships with your partners that clear information sharing protocols are designed and followed. We have provided training and consultancy on DP to a number of housing providers.

Health and Safety

Whiteheads has been involved in defending clients in a number of complex Health & Safety prosecutions in addition, we provide training, advice and policy reviews to clients on Health & Safety legislation and fire safety.

Access

Landlords may need access to a tenant's property for a number of reasons such as gas access, legionella testing and fire safety, but not all tenants will comply. As a landlord you are often under a legal duty to get access so once you've exhausted all practical approaches legal action may be the only option left.

Other Services

- Consultancy
- Under caution interview
- General advice
- Training





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