

Committee – Cabinet Housing Committee

Date 1st June 2026

Public and Member Questions (1 total)

1. Question from Ian Mason, Tenant Representative to the Cabinet Housing Committee

Following recent reports in the local press, could I request clarification of the plans for the Housing Offices in the Hester's Way Resource Centre?

Response from Councillor Julian Tooke, Chair of the Cabinet Housing Committee

Thank you for the question.

As you are aware Hesters Way is currently used as office space by some of our housing staff. However, it is not operated in a way which provides the most effective accessibility for our tenants and is not open to the public.

Therefore, we are currently reviewing the provision with a view to developing a model which provides enhanced access to our services. At this stage we are considering options such as a surgery/drop in based model, where staff will be available directly within local communities. This approach would remove the need for tenants to travel to central locations and ensure that our tenants are at the centre of what we do.

As a council and landlord, we must remember that we need to be where people need us to be, even if that is not always where is most convenient for us and this will be at the forefront of the new model.

Once we have a more detailed proposal, we will consult tenants and leaseholders.