

APPENDIX A : LIST OF MBC CRITICAL AND ENABLING SERVICES

Critical Services
Customer Services
Lifeline and out of hours (Harborough)
Household Waste Collection – Residual
Household Waste Collection – recycling and other collections
Burials inc cemetery grass cutting
Grounds maintenance including general grass cutting
Community Support for vulnerable people (inc tenants)
Gretton Court
Intensive Housing Management Service
Landlord obligations: urgent housing repairs
Void Turnaround
Homelessness
Support for businesses
Council Tax Collection
Benefits administration
Land Charges
Responding to high risk incidents; dangerous buildings
Responding to high risk incidents: infectious diseases, food and burials
Statutory permissions - licensing
Statutory permission – planning
Communications
Car parking season tickets, Parking machine failure, tenants liaison, allotments
PPE & Stock Levels

Enabling Services
Landlord obligations: Property health and safety compliance
Distribution of Financial Relief – government policy
Financial Accounts and Payments)
Deferring rental payments
Income posting
HR (welfare and salaries
Corporate Enforcement
Post & Reprographics
Caretakers & Cleaning