**Chief Executive**

**Dave Richmond**

* Strategic Direction / Leadership
* Corporate Fit / Partnerships
* Executive & Board Support
* Corporate Communications

**Director of Housing & Customer Services**

*Strategic Partnerships, Customer Service, Housing Management and Homelessness*

**Mark McEgan**

**Director of Corporate Services**

*Company Secretary, SIRO, Strategic VFM, Financial Resources, Business Excellence, HR & OD*

**Julie Crook**

**Director of PropertyServices**

*Technical & Strategic Development*

**Chris Margrave**

**Head of Housing**

**Management**

**Jane Davies**

**Head of Customer Services**

**Jackie Linacre**

**Head of Access**

**to Homes**

**Mark Steward**

**Head of Repairs and Planned Maintenance**

**Mark Coogan**

**Head of Building Safety**

**Danny Boardman**

**Head of Asset Management**

**Christine Tolson**

**Head of HR & OD**

**Sarah Moore**

**Head of Finance & Business Assurance**

**Nigel Feirn**

**Head of ICT and Transformation**

**Mark Haughey**

**4 X Area Housing Service Managers (AHM) 1 x ASB Service Manager**

**AHM – Central**

Customer Involvement

High Rise

Static Caretakers

**AHM – North**

Estate Management:

Grounds Maintenance/Trees/

Communal Areas

Mobile Caretakers

**AHM – East**

Tenancy Management:

Housing Plus, Tenancy Agreement

G&T Site Management

**AHM – South-West**

Garden Service

Organised Crime Groups

Child Criminal/Sexual Exploitation

**Tenancy Sustainability Service Manager**

Tenancy Sustainability

Tenancy Support

Income Management

Financial Inclusion

**ASB**

Safeguarding

ASB Team

**Human Resources**

Human Resources management

Recruitment

Health and Wellbeing

Payroll

Employee Relations

Workforce Planning

Equality & Diversity &

Fairness

**Organisational Development Service Manager**

Organisational Development Professional Development

Corporate Orientation & Induction

Apprenticeships

Team building

WOW

Training

E-learning

**Finance**

Finance

Central Income Management

FTAs

Sundry Debts

Right to Buy

Procurement

**Performance**

Performance / Quality

**Other**

Emergency planning

**Governance & Compliance**

Business Assurance Audits

DMBC Internal Audit Programme Liaison

Risk Management

Compliance & Regulation

SLAs

Policies & Procedures

Data Protection and FOI Compliance

Business Continuity Plan

**Business Transformation Service Manager**

Business Improvement

Benchmarking

Support Services

Insurance

ICT Project Management

**ICT Service Manager**

ICT Strategy

ICT support & maintenance

**Customer Experience Service Manager**

Customer Access, including Tenant Portal and digital access

Customer Insight

Service Standards

Customer Relations

(including complaints, comments, compliments)

Customer Satisfaction

Customer Excellence

Tenant Satisfaction Measure

Freedom of Information /Data Protection

GDPR (operational)

Voicescape

**Engagement and Communications**

Tenant Engagement

Tenant Involvement

Accreditations

Communications – internal / external

Marketing & PR

Award Entries

Branding

Digital communications

**Access & Allocations Service Manager**

Allocations

OT

Mutual Exchange

Housing Association nominations

Furnished Tenancies

Viewings & new tenancy sign ups

**Housing Options**

**Service Manager**

Housing Options

Homelessness

**Housing Solutions Service Manager**

St Leger Lettings – private letting agency

Private rented access

Private rented scheme

Temporary Accommodation

Move on

**Responsive Repairs Service Manager**

One Repairs Service

Emergency Repairs

Repairs Planning

**Planned Maintenance Service Manager**

Scheduled Repairs

Capital Improvements

**Mechanical & Electrical Service Manager**

Mechanical Electrical Repairs & servicing

Specialist Services & Compliance – Gas and solid fuel repairs & servicing

Passenger lifts & stairlifts.

**Empty Homes Service Manager**

Empty Property Management

Void Repairs

**Health, Safety & Compliance Service Manager**

Occupational Health and Safety:

H&S Management systems

Audits & Inspections

Accident Investigations & RIDDOR reporting

Risk Assessment Advice

Property Compliance:

Fire, Gas, Electrical, Asbestos, Water Hygiene & Lift Safety

**Building Safety Manager**

Compliance

Building Safety

**Asset Management Service Manager**

Strategic Asset Mgt

Operational Asset Mgt

Acquisitions

Improvements

Leaseholder Services

Facilities Management

Environmental Strategy

Asset Data & Planning

Surveying

**Commercial**

**Service Manager**

Commercial Management

Design & pre-construction

Construction Project Mgt

Contract Mgt

**Stores**

Warehouse Mgt

Deliveries

Materials Purchasing

**Damp, Mould & Disrepair**

Disrepair

Damp & Mould