

**Chief Executive**  
**Chris Margrave**

- 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 Property Services**  
*Technical & Strategic Development*  
**Lee Winterbottom**

**Head of Housing Management**  
**Jane Davies**

**Head of Access to Homes**  
**Mark Steward**

**Head of Customer Services**  
**Jackie Linacre**

**Head of ICT and Transformation**  
**Mark Haughey**

**Head of Finance & Business Assurance**  
**Nigel Feirn**

**Head of HR & OD**  
**Sarah Moore**

**Head of Asset Management**  
**Christine Tolson**

**Head of Building Safety**  
**Danny Boardman**

**Head of Repairs and Planned Maintenance**  
**Mark Coogan**

**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

**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

**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

**Business Transformation Service Manager**

Business Improvement  
Benchmarking  
Support Services  
Insurance  
ICT Project Management

**ICT Service Manager**

ICT Strategy  
ICT support & maintenance

**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

**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

**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

**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

**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