

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
Jane Davies

Director of Corporate Services
Company Secretary, SIRO, Strategic VFM, Financial Resources, Business Excellence, HR & OD
Steve Slater

Director of Property Services
Technical & Strategic Development
Lee Winterbottom

Head of Housing Management
Jayne Hurley

Head of Access to Homes
Mark Steward

Head of Customer Services
Jackie Linacre

Head of ICT and Transformation
Victoria Hunter

Head of Finance & Business Assurance
Nigel Feirn

Head of People & Culture
Hannah Ruane

Head of Asset Management
Christine Tolson

Head of Building Safety
Laura Dougan

Head of Major Projects
Danny Boardman

Head of Repairs and Planned Maintenance
Mark Coogan

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 Service Manager
Tenant Engagement
Tenant Involvement
Accreditations
Communications – internal / external
Marketing & PR
Award Entries
Branding
Digital communications

Business Transformation Service Manager
Business Improvement
Benchmarking
Business Support
Insurance
ICT Project Management

ICT Service Manager
ICT Strategy
ICT support & maintenance

Finance
Finance
Central Income Management
FTAs
Sundry Debts
Right to Buy
Procurement

Other
Emergency planning

Governance & Compliance Service Manager
Performance / Quality
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

High Rise Redmediation and major projects

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 Repair