

Roles and Responsibilities

Service	Job Title
Aids and Adaptations	Head of Housing
Allocations and Lettings	Head of Housing
ASB	Head of Housing
Complaints and Feedback	Director of Customer Experience and Insight
Customer Involvement	Director of Customer Experience and Insight
Customer Services	Director of Customer Experience and Insight
Damp and Mould	Head of Property Services
Domestic Violence	Head of Housing
Environmental Sustainability	Head of Property Services
Health and Safety	Executive Director of Corporate Services
Home Improvements	Head of Property Services
Home Safety	Head of Property Services
Money Support	Head of Housing
Open Spaces	Head of Property Services
Place-Based Improvements	Director of Housing and Communities
Place-Based Projects	Director of Housing and Communities
Planned Works	Head of Property Services
Rent	Head of Housing
Repairs and Maintenance	Head of Property Services
Work and Training Support	Head of Housing