Who are housing services?

Director of Housing

Homelessness and Housing Advice Managers

- Homeless prevention and relief
- Housing advice
- Allocations
- Temporary accommodation
- Asylum and immigration services
- Rough sleepers service
- Private rented sector leasing scheme

Head of Housing and Neighbourhood Services

- Tenancy management
- Tenancy support
- Lettings
- Grounds
 maintenance and
 caretaking
- Anti social behaviour and tenancy enforcement
- Independent living

Head of Repairs

- Day to day response repairs
- Disrepair
- Planned works
- Voids management

Head of Property

- Delivery of the capital investment programme - £26m in 2025/26
- Planning the investment works and forward plan
- Stock condition data
- Strategic asset management

Head of Building Safety

- Compliance gas, electrical safety, legionella, asbestos, lift safety and fire safety
- Damp, mould and compensation including Awaab's law
- Building health and safety

Head of Performance Assurance and Improvement

- Performance and service improvement
- Complaints
- Tenant engagement and tenant voice

