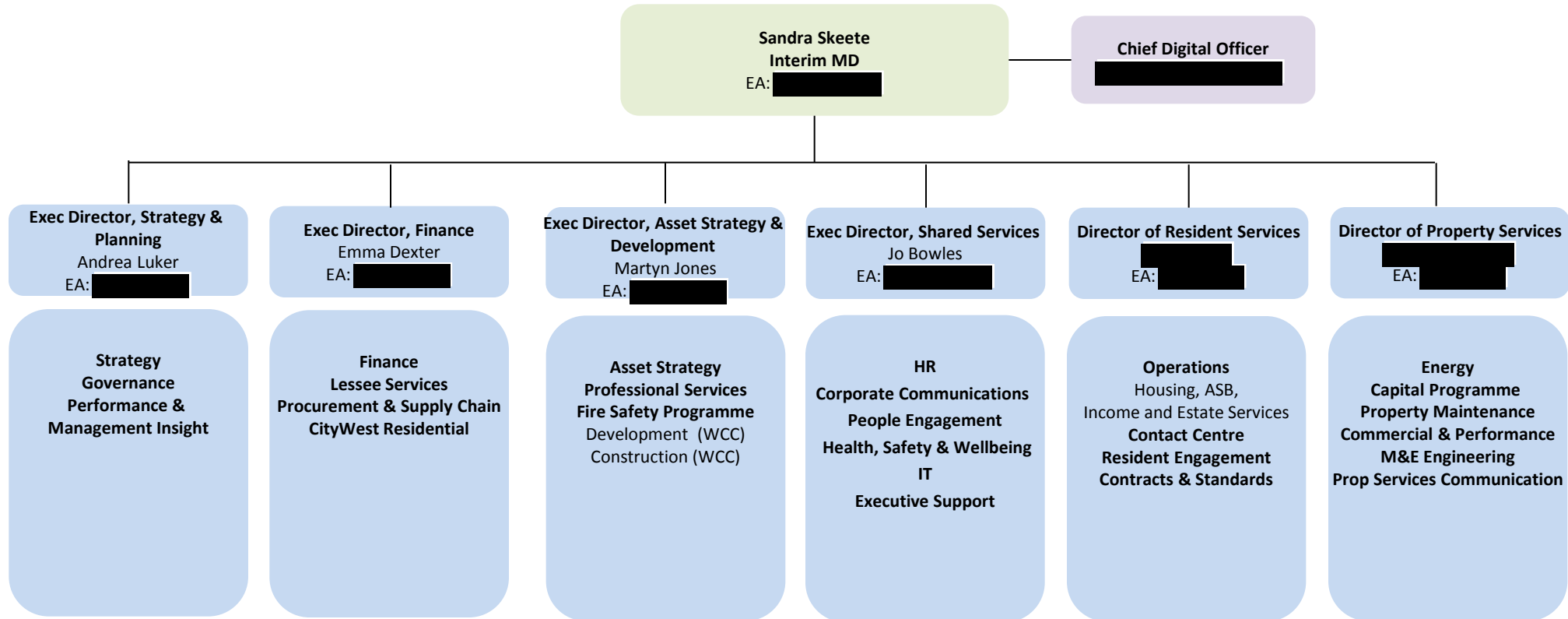


Operational Structure



CITYWEST HOMES

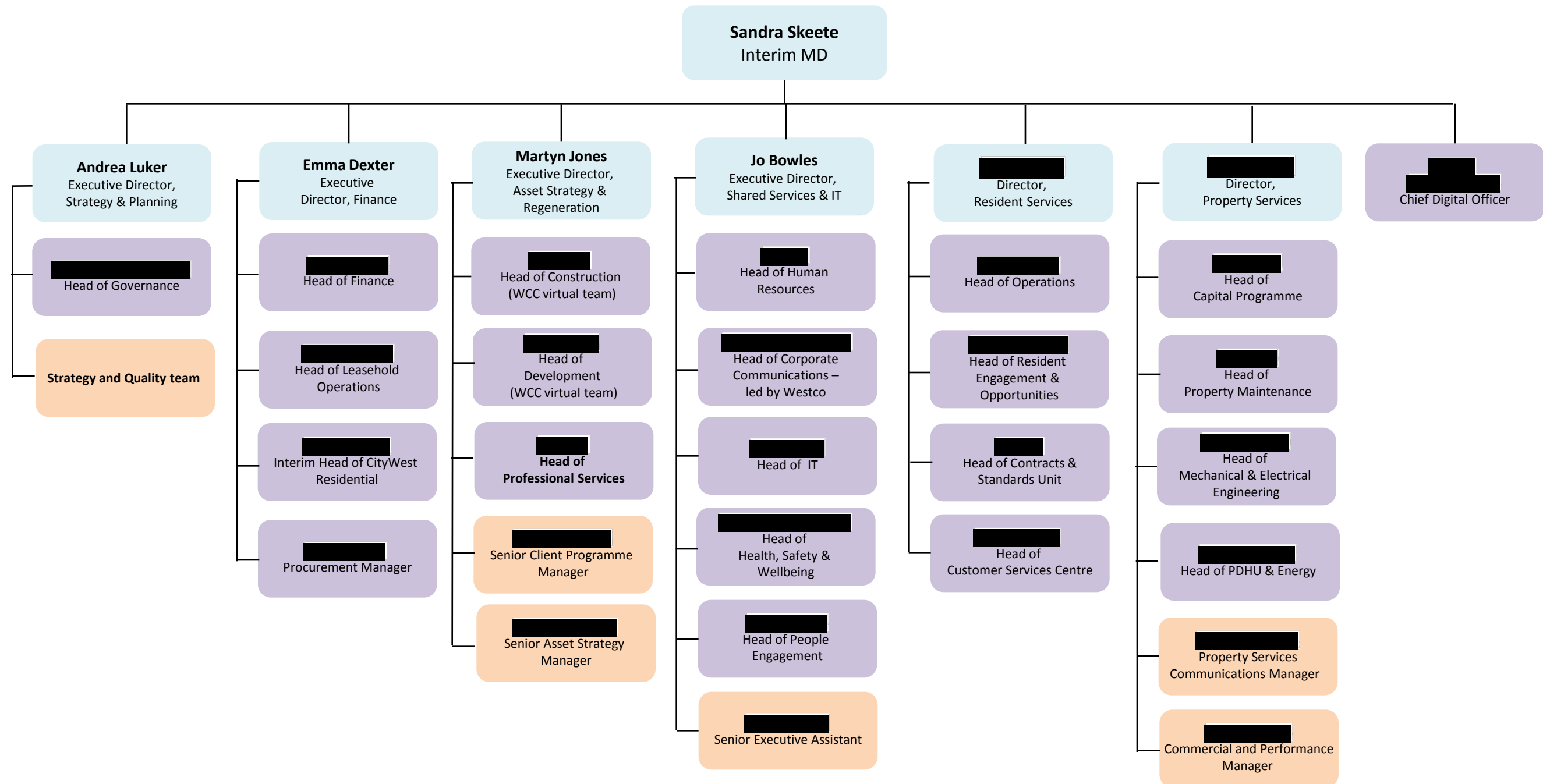


*starts 11 September 2018



CITYWEST HOMES

Executive, leadership team & direct reports



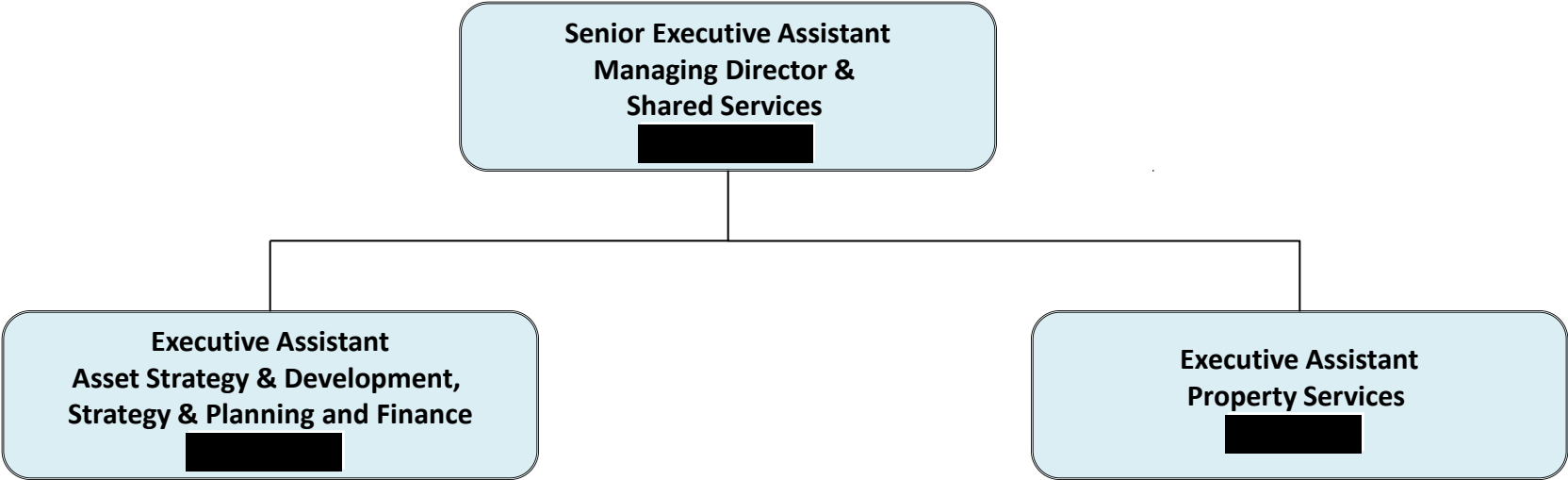
*starts 11 September 2018

[Redacted], acting head of repairs and M&E

Executive Support

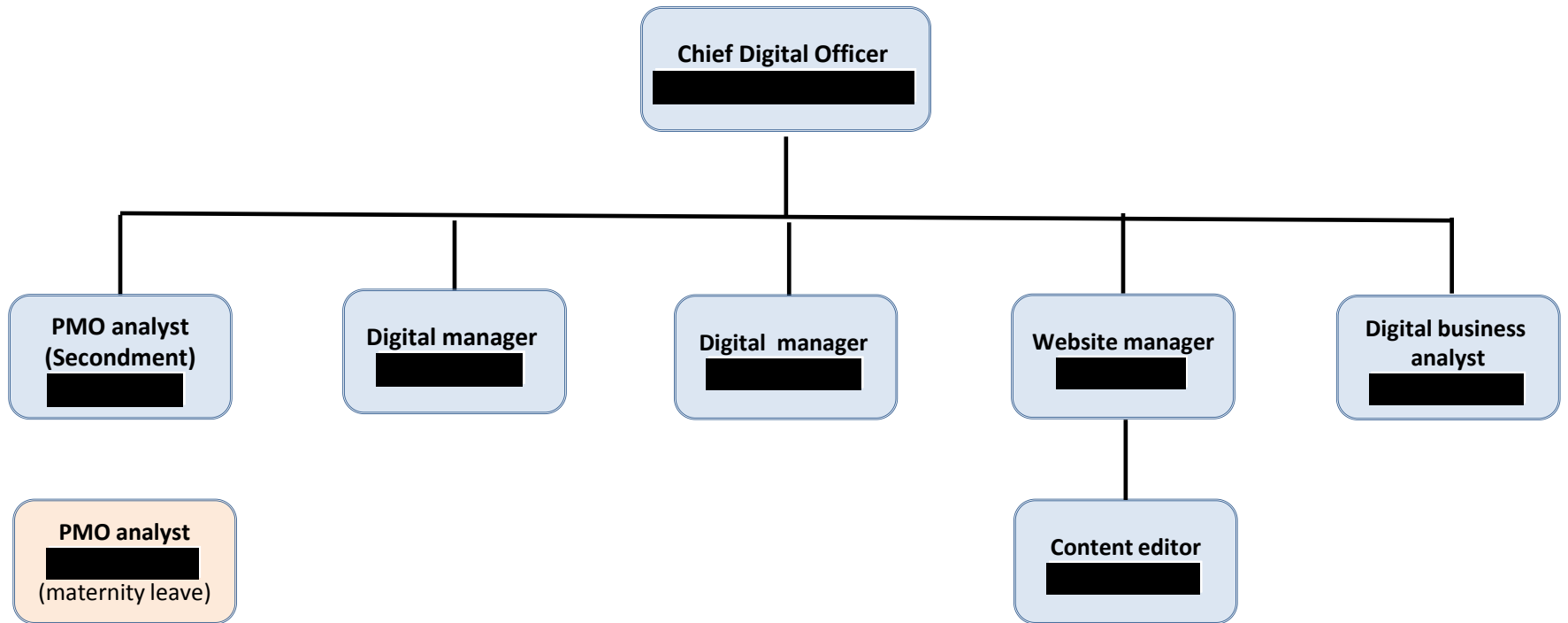


CITYWEST HOMES

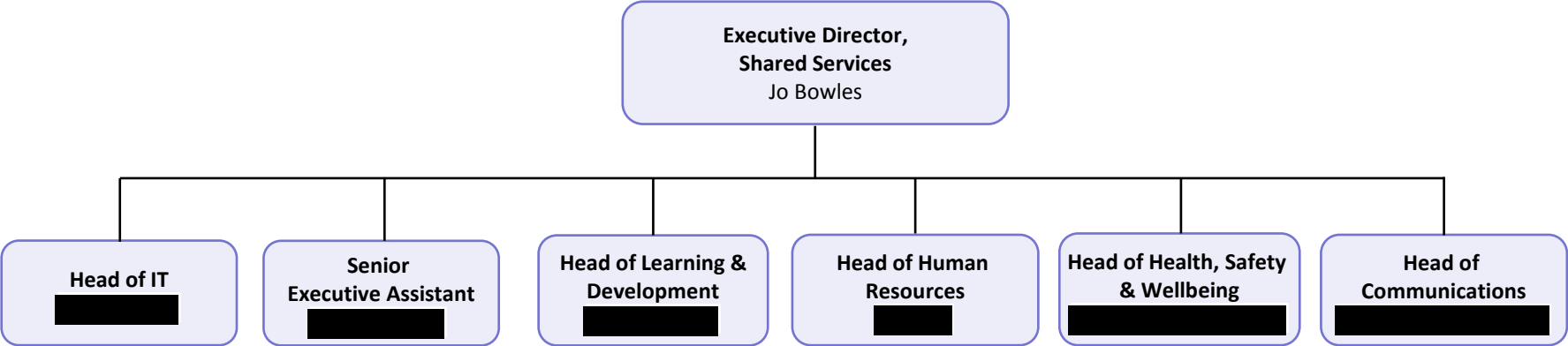


4	Permanent	0	Agency
0	Part Time	0	Consultant
0	Fixed Term	0	Vacancy
0	Secondment	0	Long term absence

Digital team



Shared Services

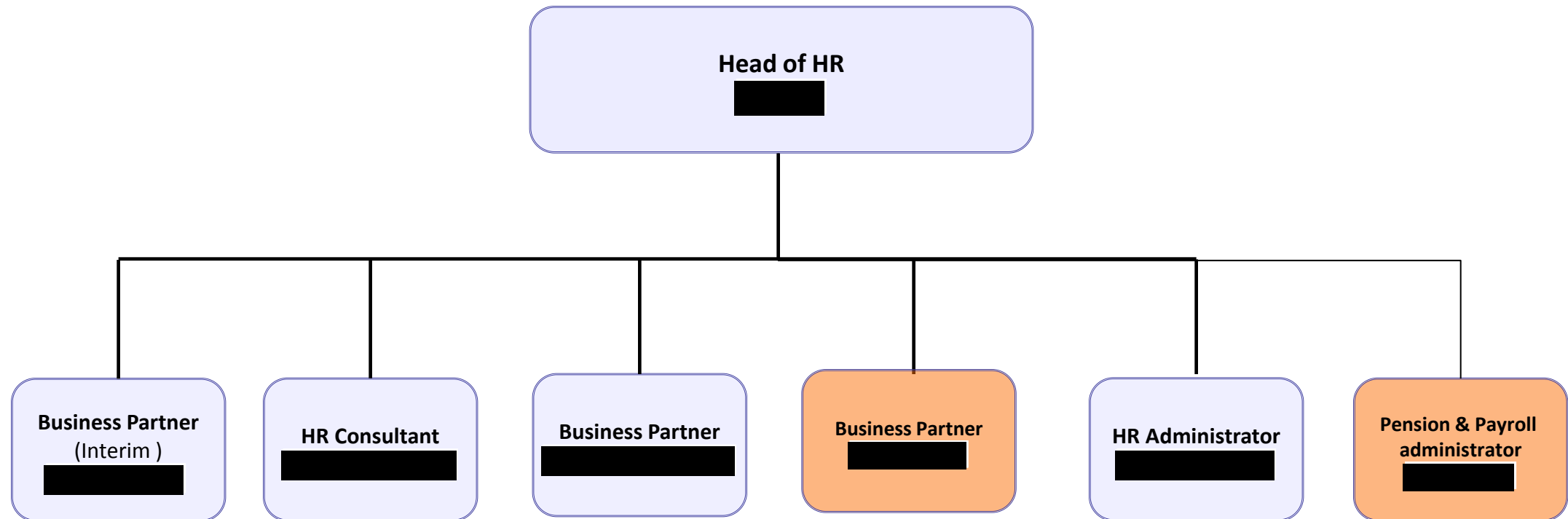


- | | |
|------------------------|------------------------|
| <div></div> Permanent | <div></div> Consultant |
| <div></div> Part Time | <div></div> Agency |
| <div></div> Fixed Term | <div></div> Vacancy |
| <div></div> Secondment | <div></div> Sick Leave |

Human Resources



CITYWEST HOMES

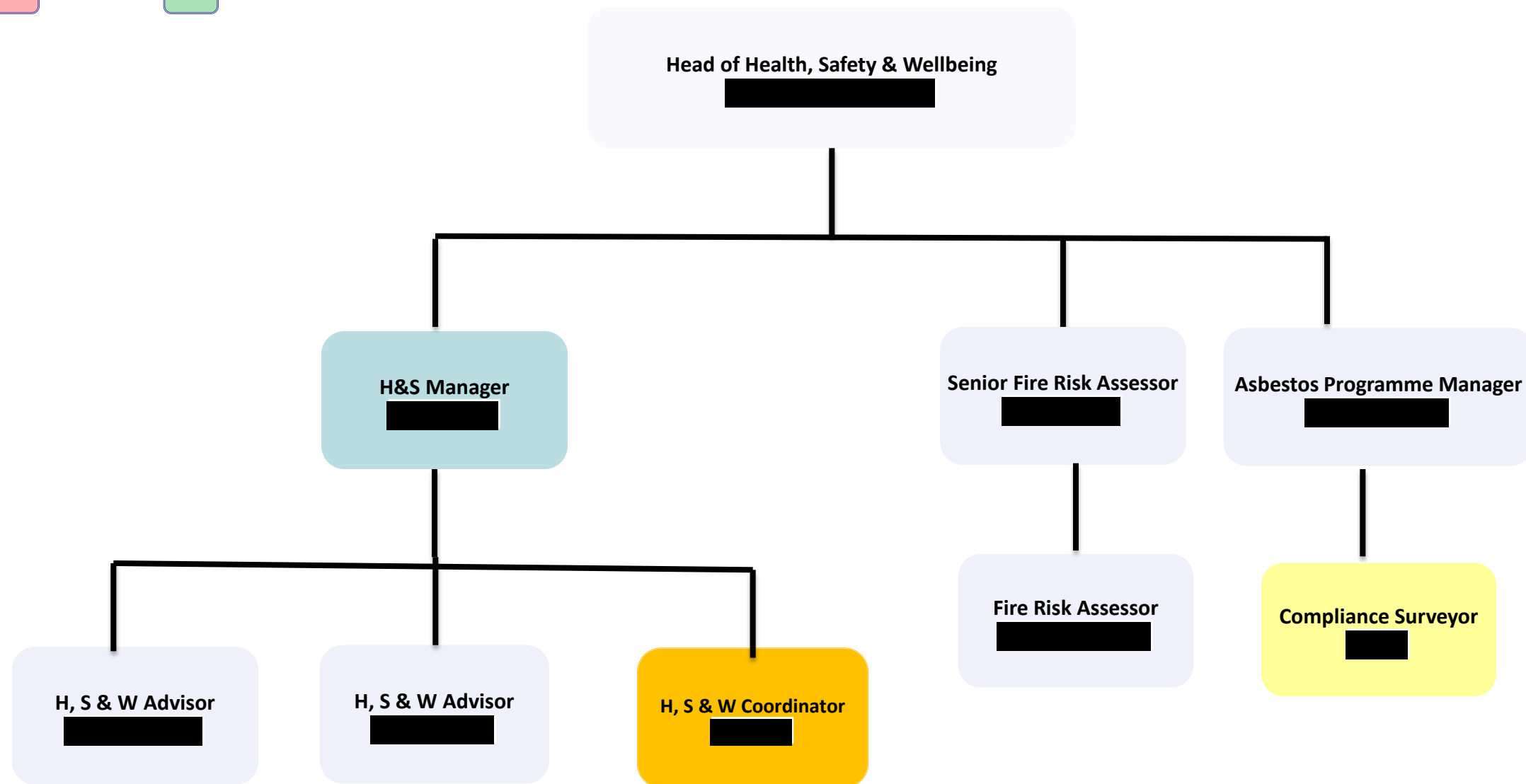


- | | |
|------------------------|------------------------|
| <div></div> Permanent | <div></div> Consultant |
| <div></div> Part Time | <div></div> Agency |
| <div></div> Fixed Term | <div></div> Vacancy |
| <div></div> Secondment | <div></div> Sick Leave |

Health, Safety & Wellbeing



CITYWEST HOMES



Corporate Communications



CITYWEST HOMES

- Permanent

Part Time

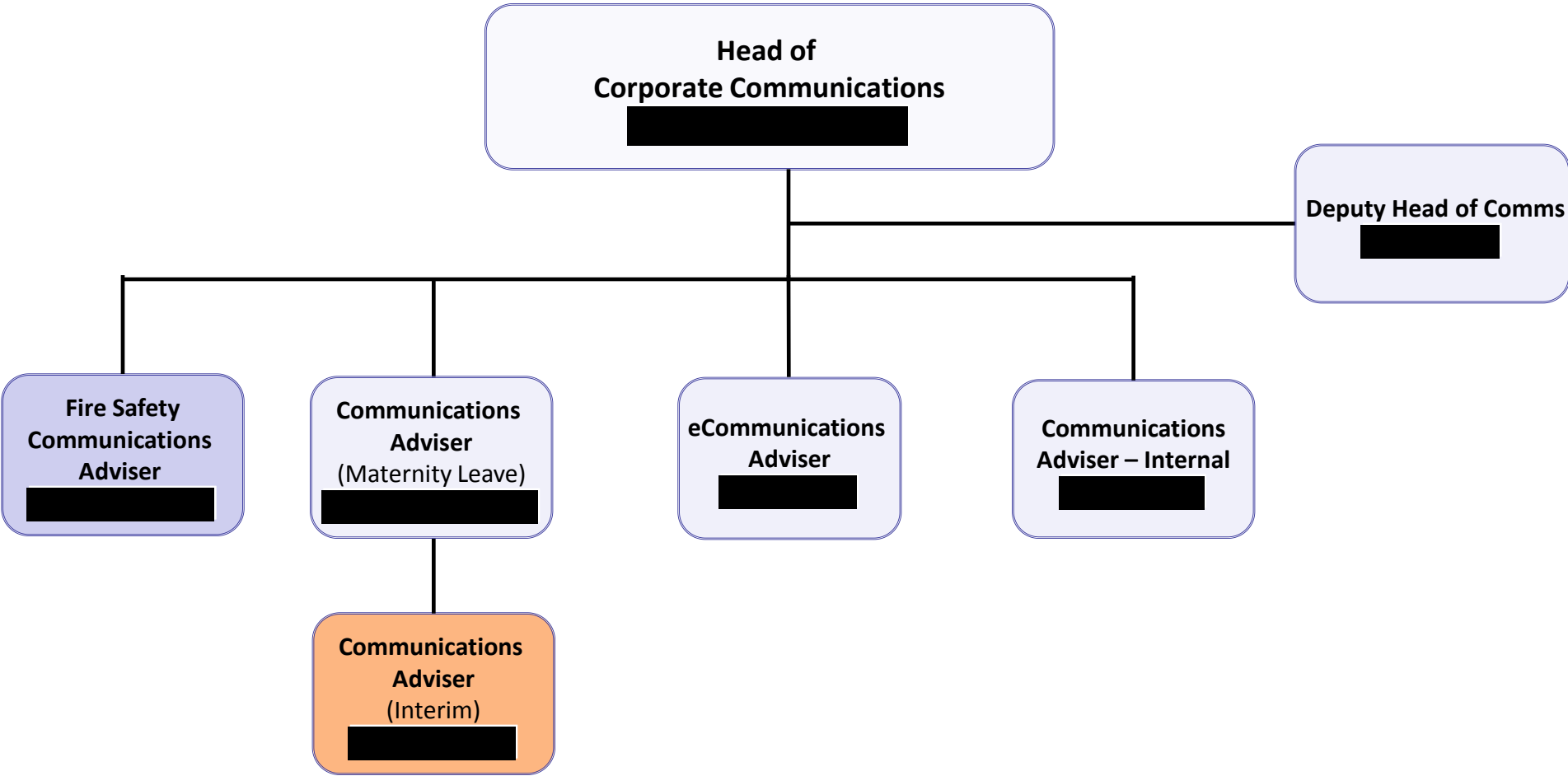
Fixed Term

Secondment
- Consultant

Agency

Vacancy

Sick Leave



IT structure (22/6/18)

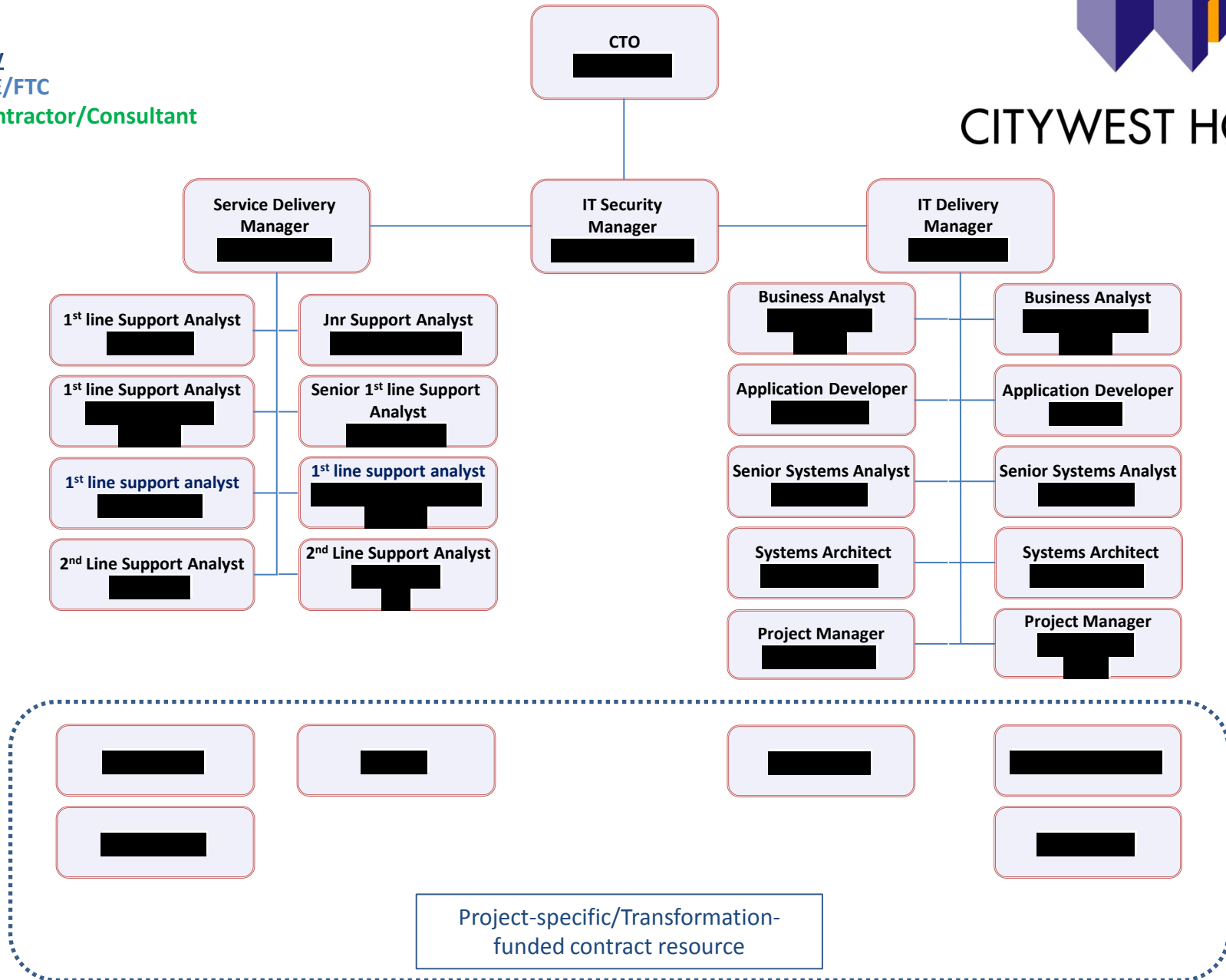
Key

FTE/FTC

Contractor/Consultant



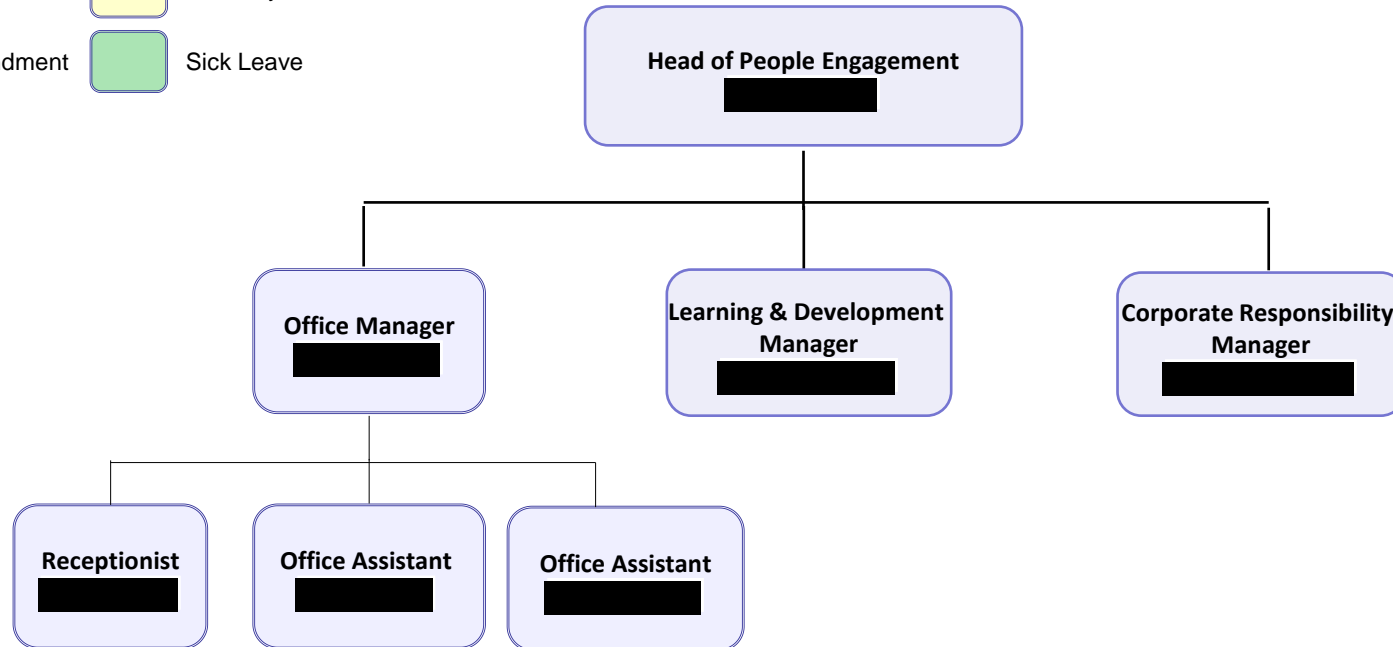
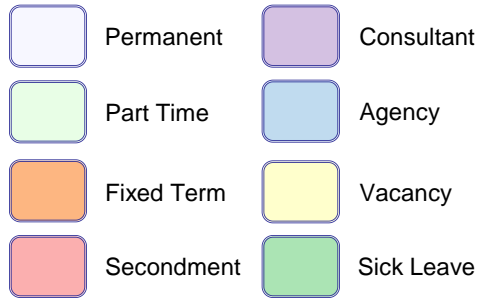
CITYWEST HOMES





CITYWEST HOMES

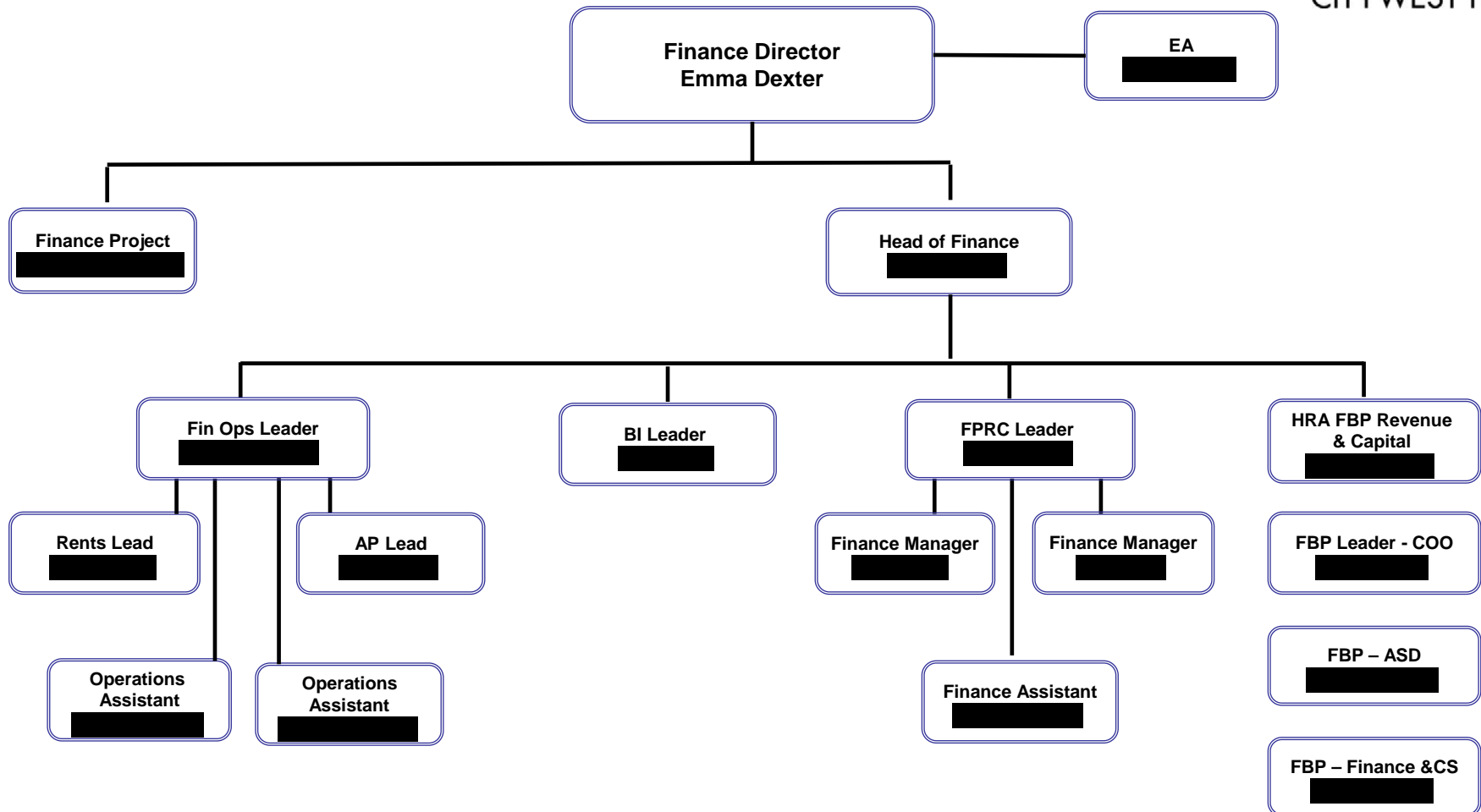
Shared Services



Finance



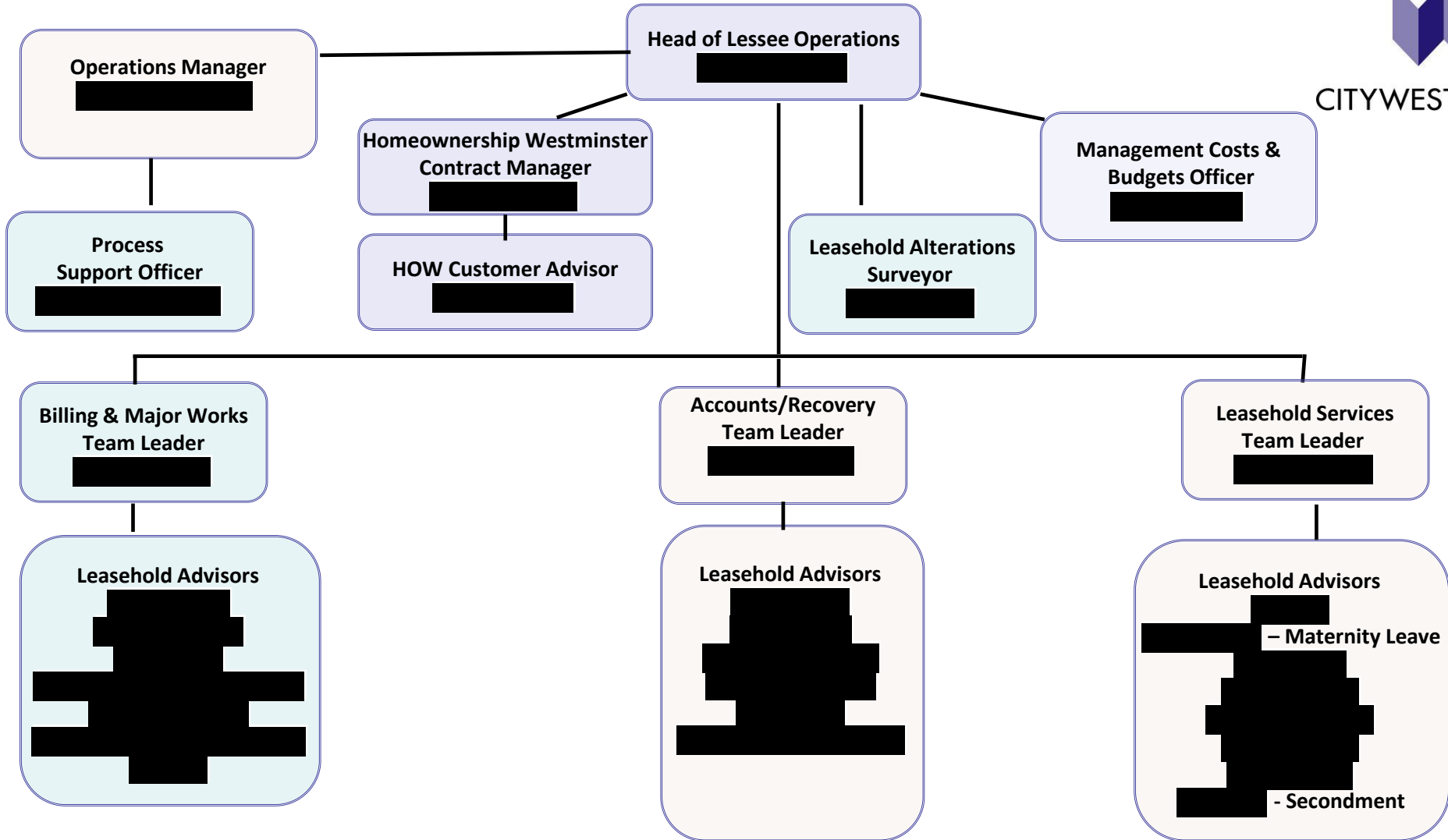
CITYWEST HOMES



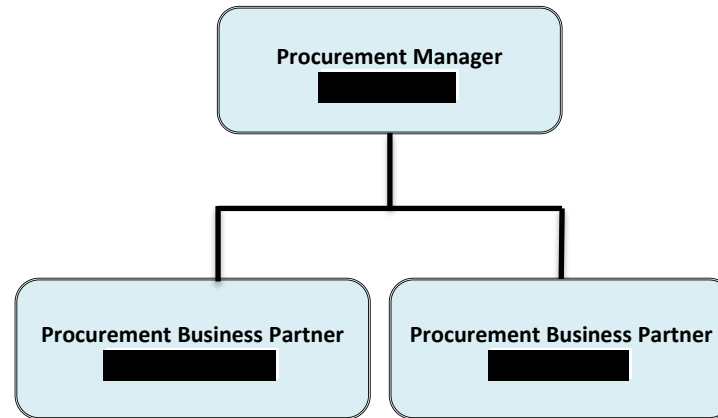
Leasehold Operations



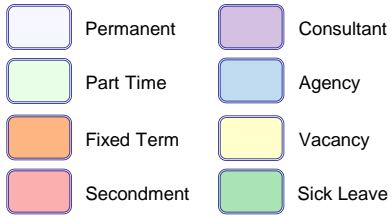
CITYWEST HOMES



Procurement & Supply Chain



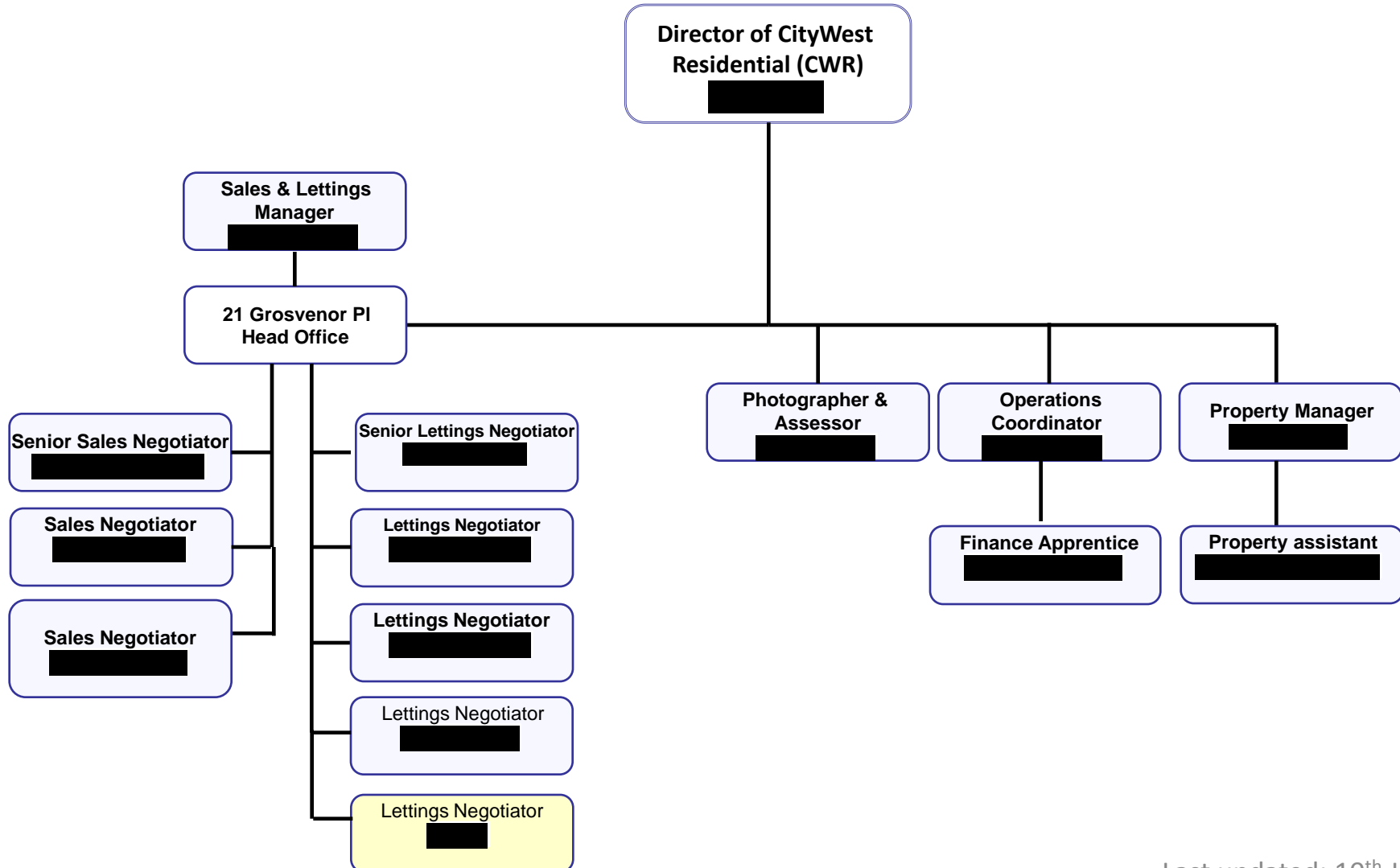
2	Permanent	2	Agency
0	Part Time	1	Consultant
0	Fixed Term	2	Vacancy
1	Secondment	1	Long term absence



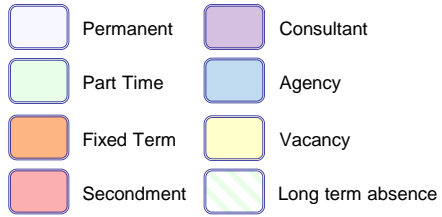
CityWest Homes Residential



CITYWEST HOMES



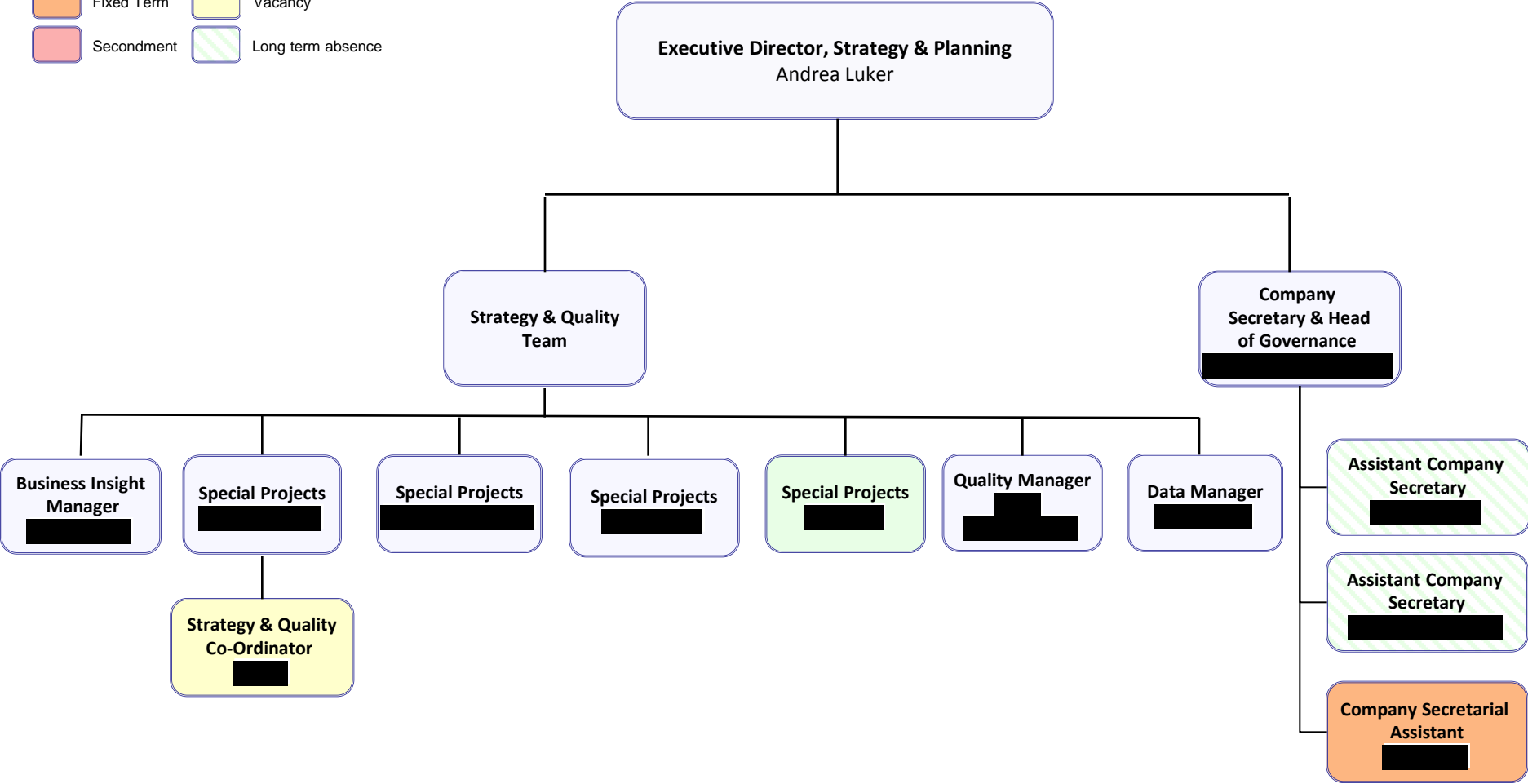
Last updated: 10th January 2018



Strategy & Planning



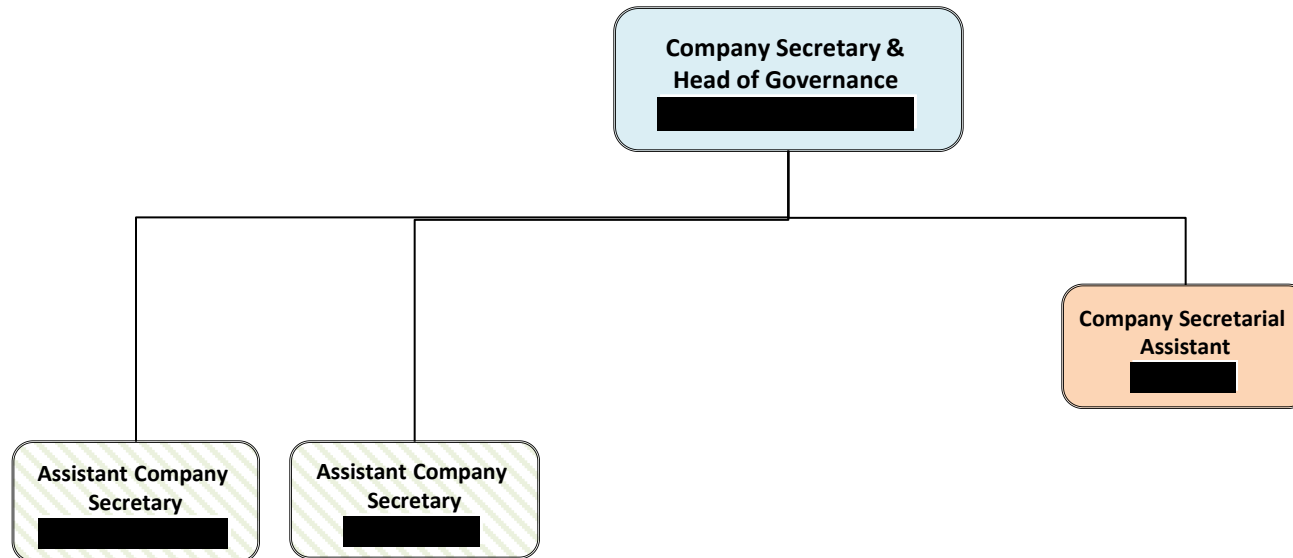
CITYWEST HOMES



Corporate Governance & Secretariat



CITYWEST HOMES



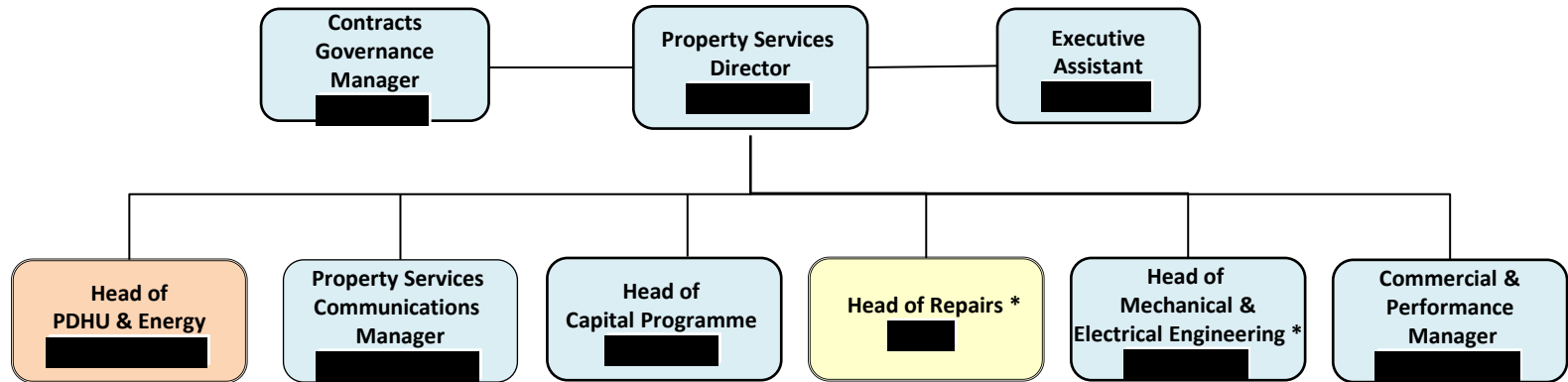
1 Permanent	0 Agency
0 Part Time	0 Consultant
1 Fixed Term	0 Vacancy
0 Secondment	2 Long term absence

Last updated: April 2018

Property Services



CITYWEST HOMES



7	Permanent	0	Agency
0	Part Time	0	Consultant
1	Fixed Term	1	Vacancy
0	Secondment	0	Long term absence

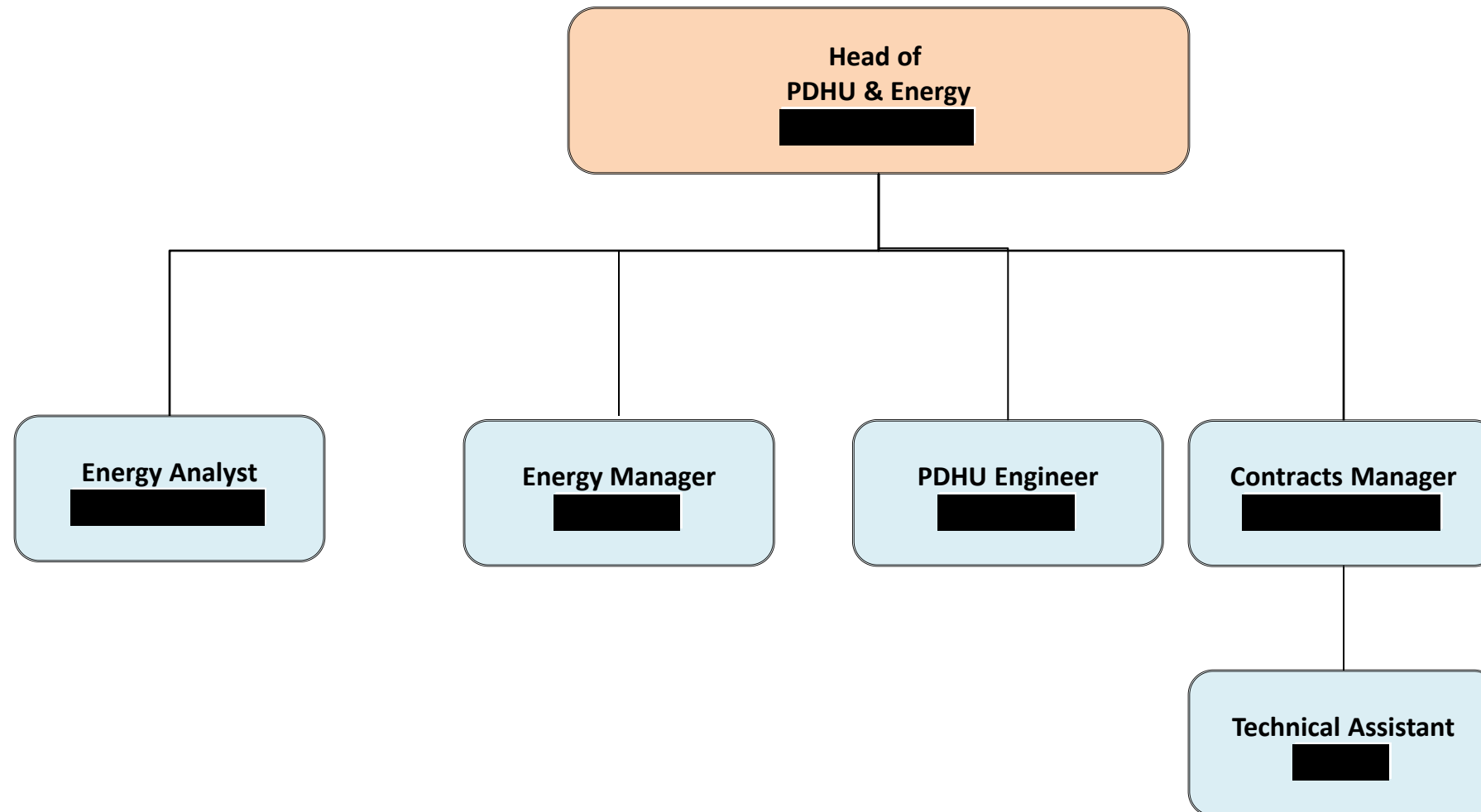
* [Redacted] Acting Head of Repairs and M&E

Last updated: 01 August 2018



CITYWEST HOMES

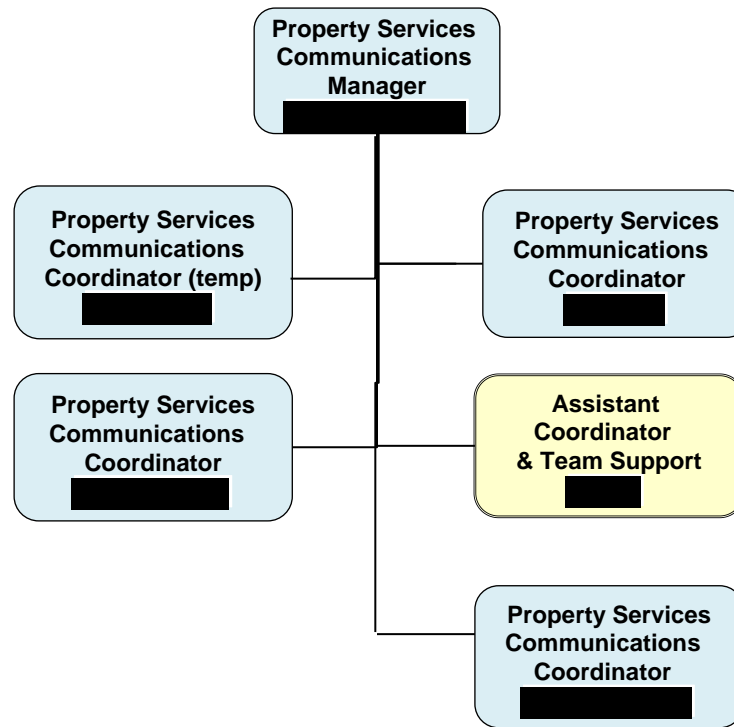
PDHU & Energy



5 Permanent	0 Agency
0 Part Time	0 Consultant
1 Fixed Term	0 Vacancy
0 Secondment	0 Long term absence

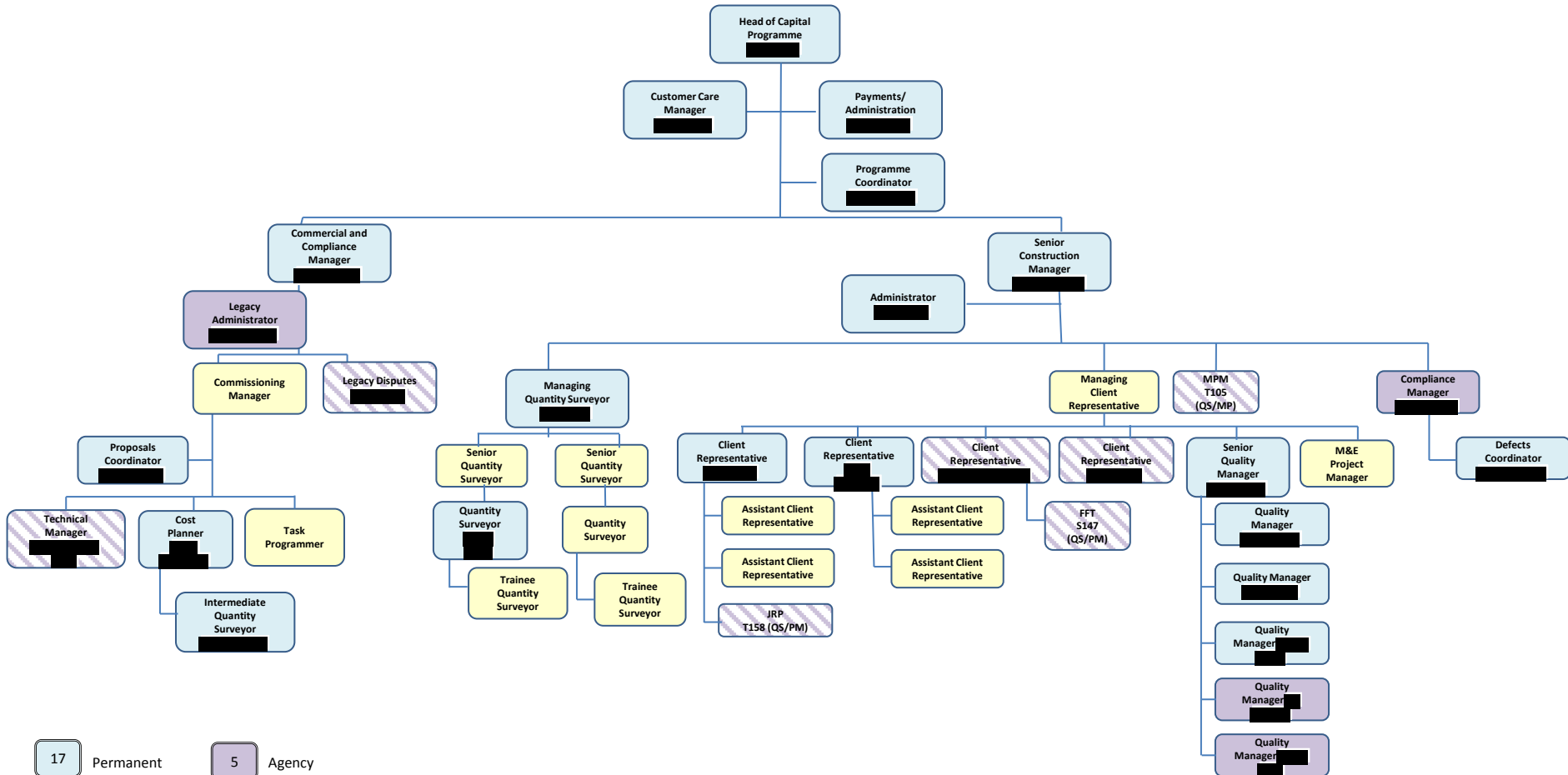
Last updated: 01 August 2018

Property Services Communications



5 Permanent	0 Agency
0 Part Time	0 Consultant
0 Fixed Term	1 Vacancy
0 Secondment	0 Long term absence

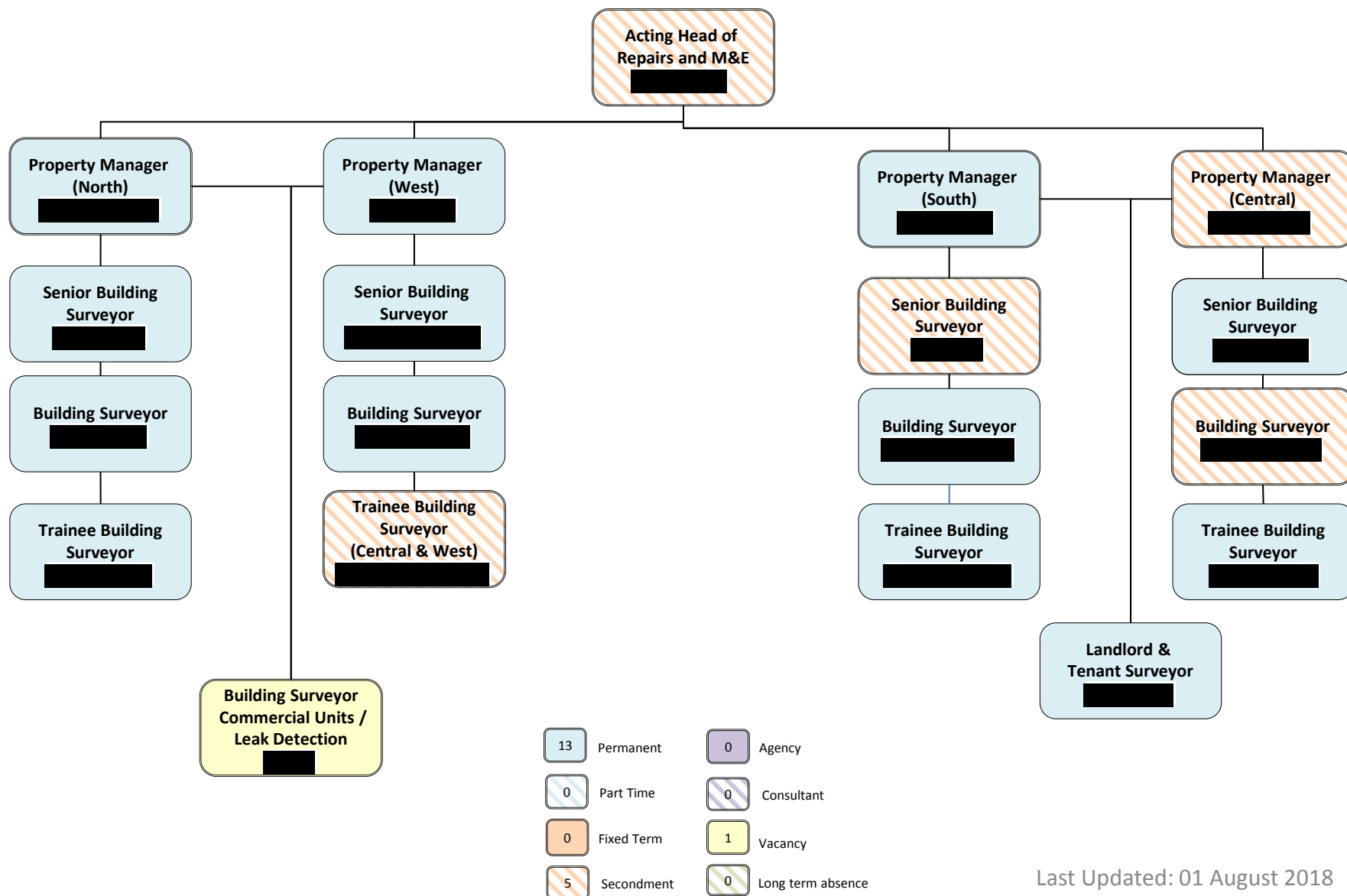
Capital Programme



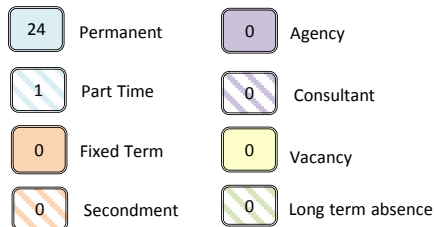
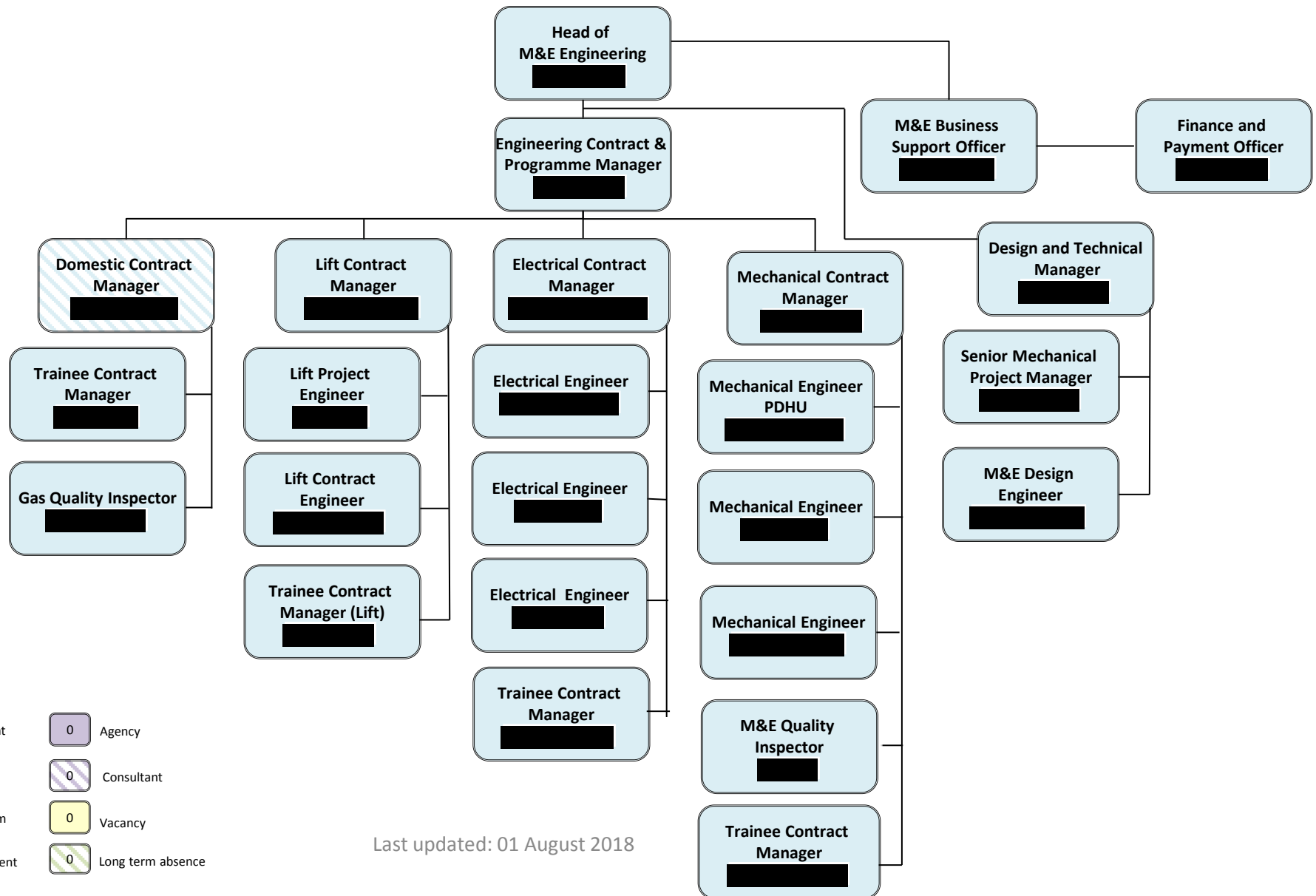
17	Permanent	5	Agency
0	Part Time	9	Consultant
0	Fixed Term	0	Vacancy
1	Secondment	0	Long term absence



Property Maintenance



Mechanical & Electrical Engineering

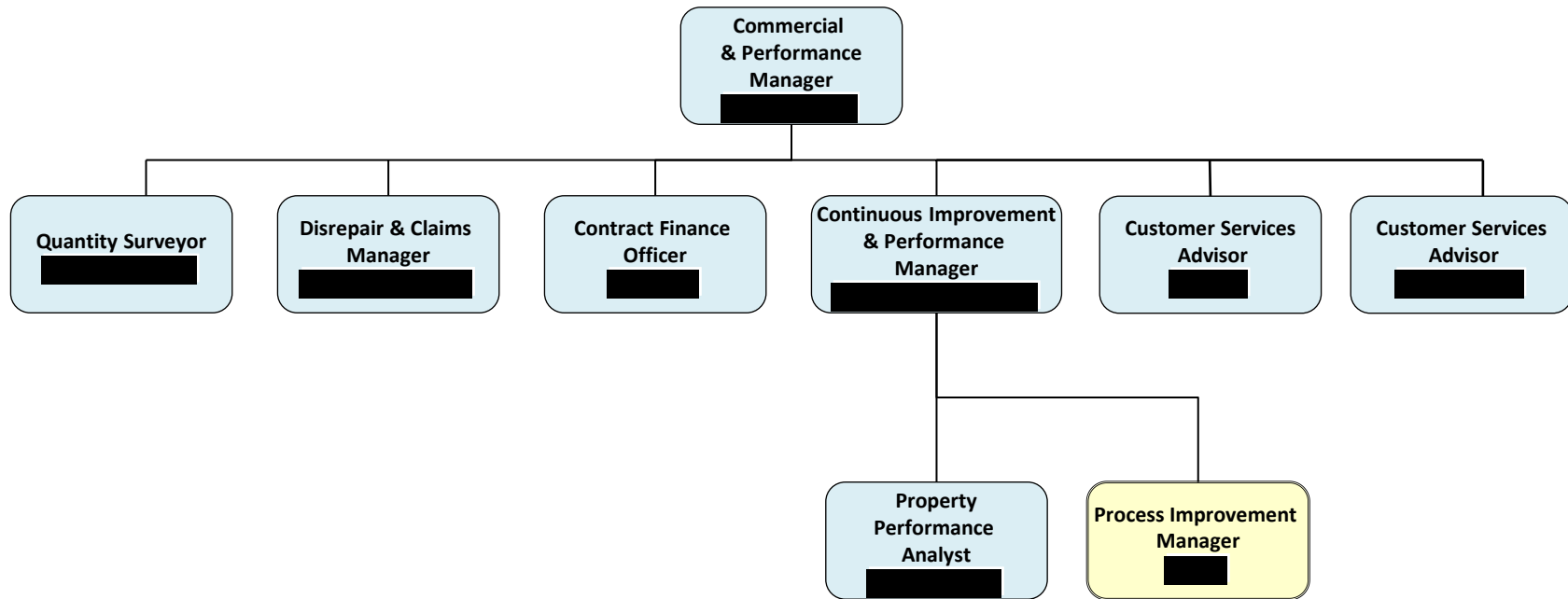


Last updated: 01 August 2018

Commercial & Performance



CITYWEST HOMES

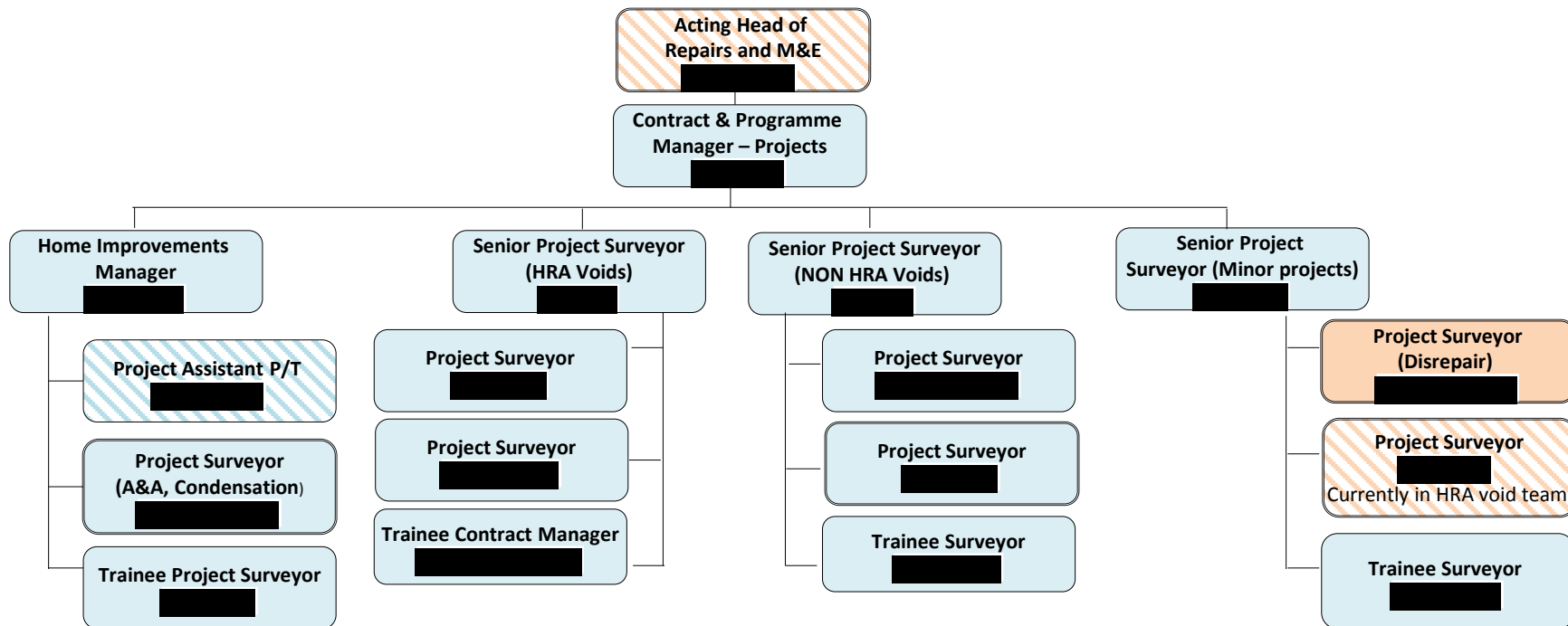


8 Permanent	0 Agency
0 Part Time	0 Consultant
0 Fixed Term	1 Vacancy
0 Secondment	0 Long term absence

Last Updated: 01 August 2018

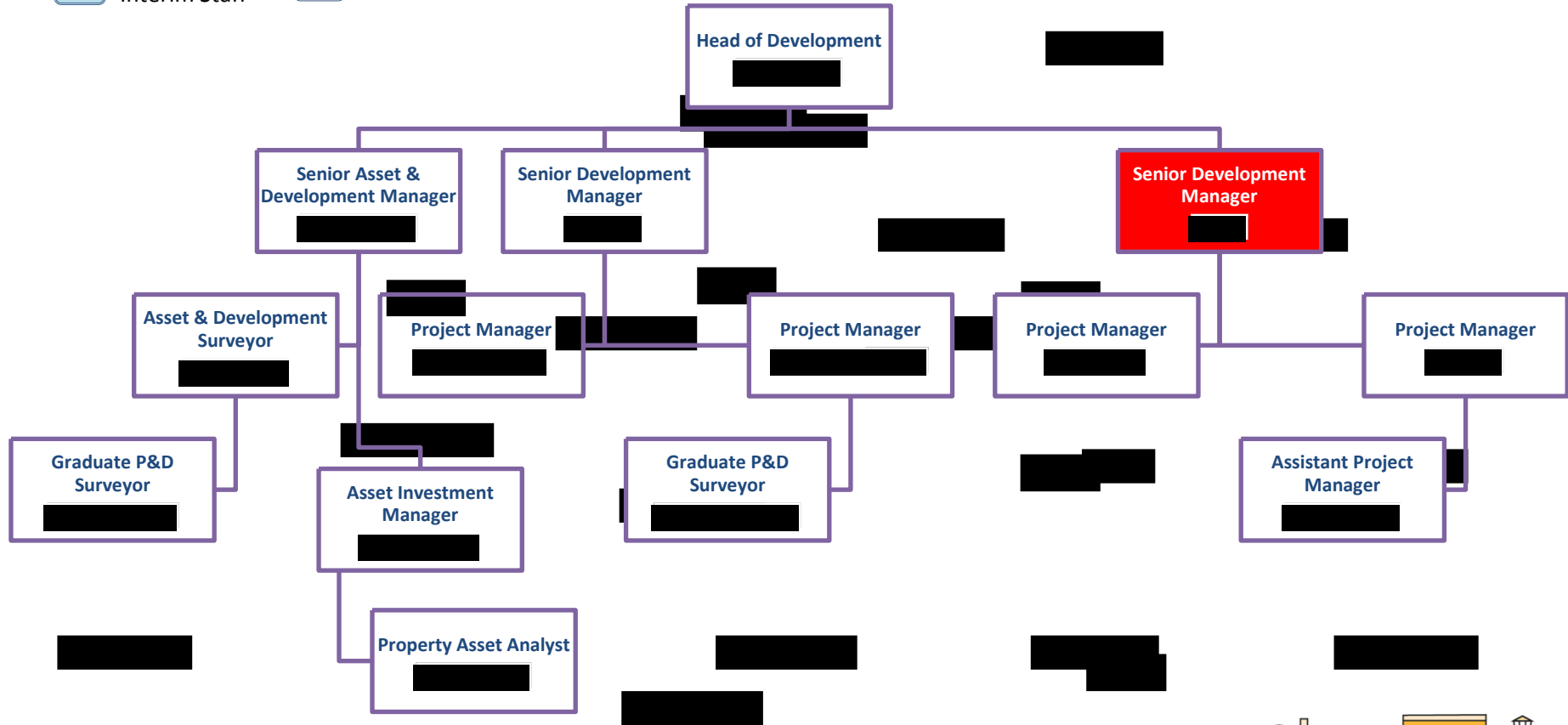
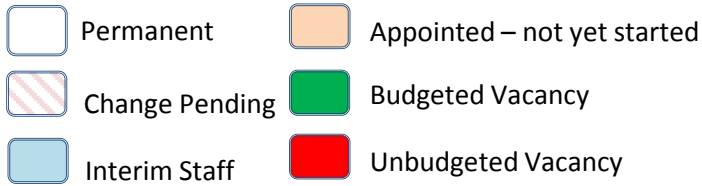


Projects Team

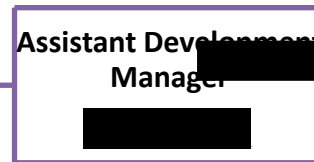
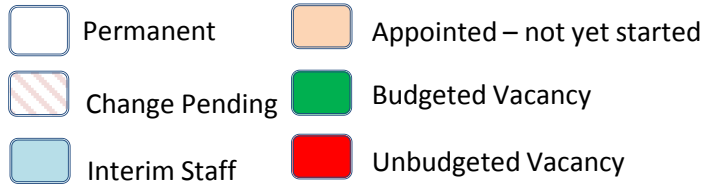


14	Permanent	0	Agency
1	Part Time	0	Consultant
1	Fixed Term	0	Vacancy
2	Secondment	0	Long term absence

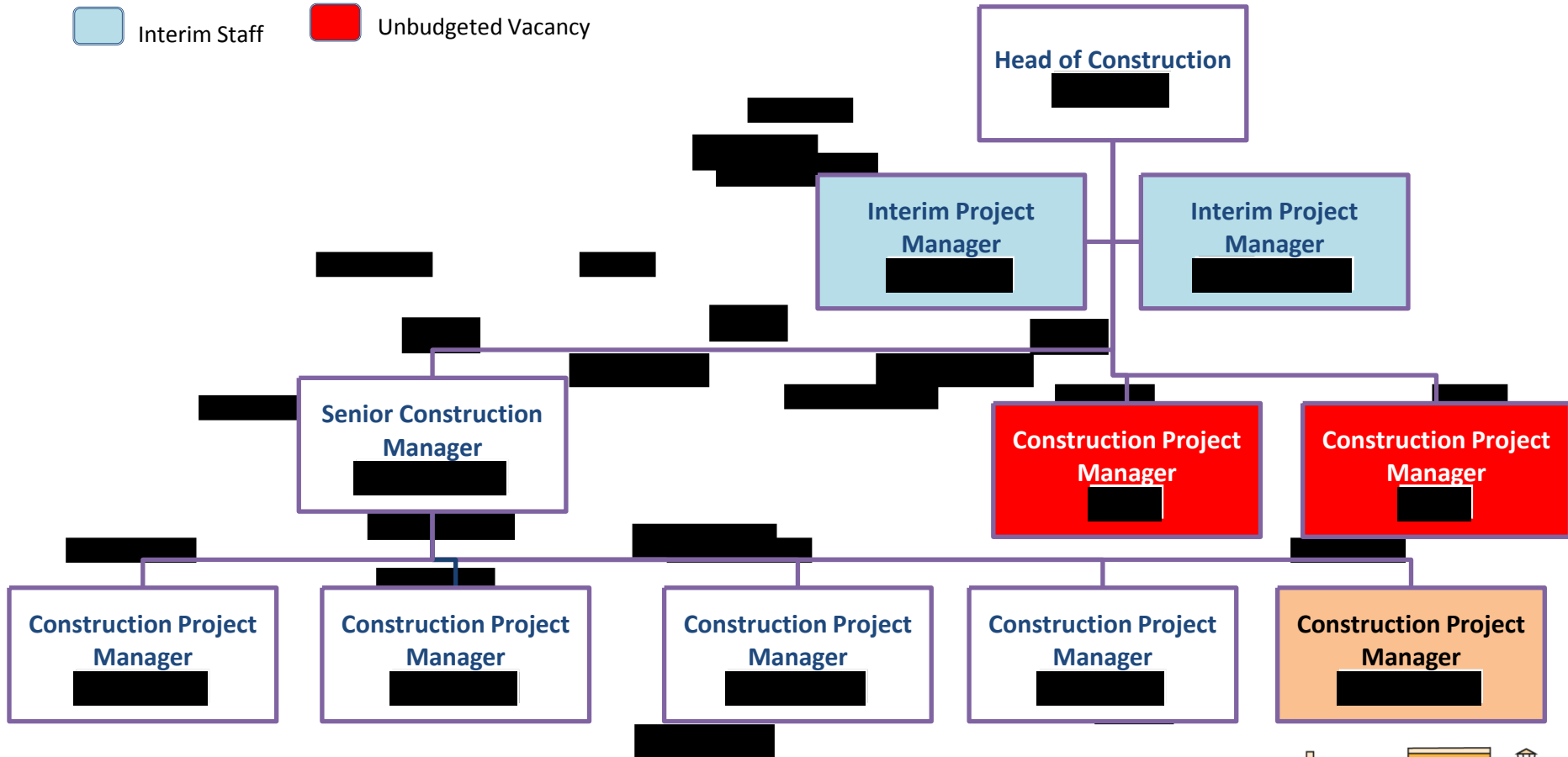
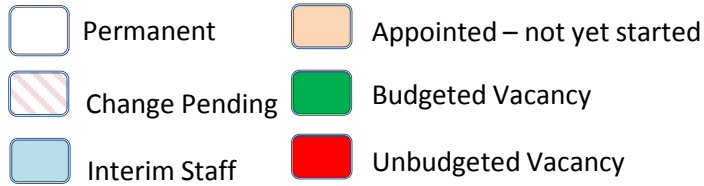
Development Team 2



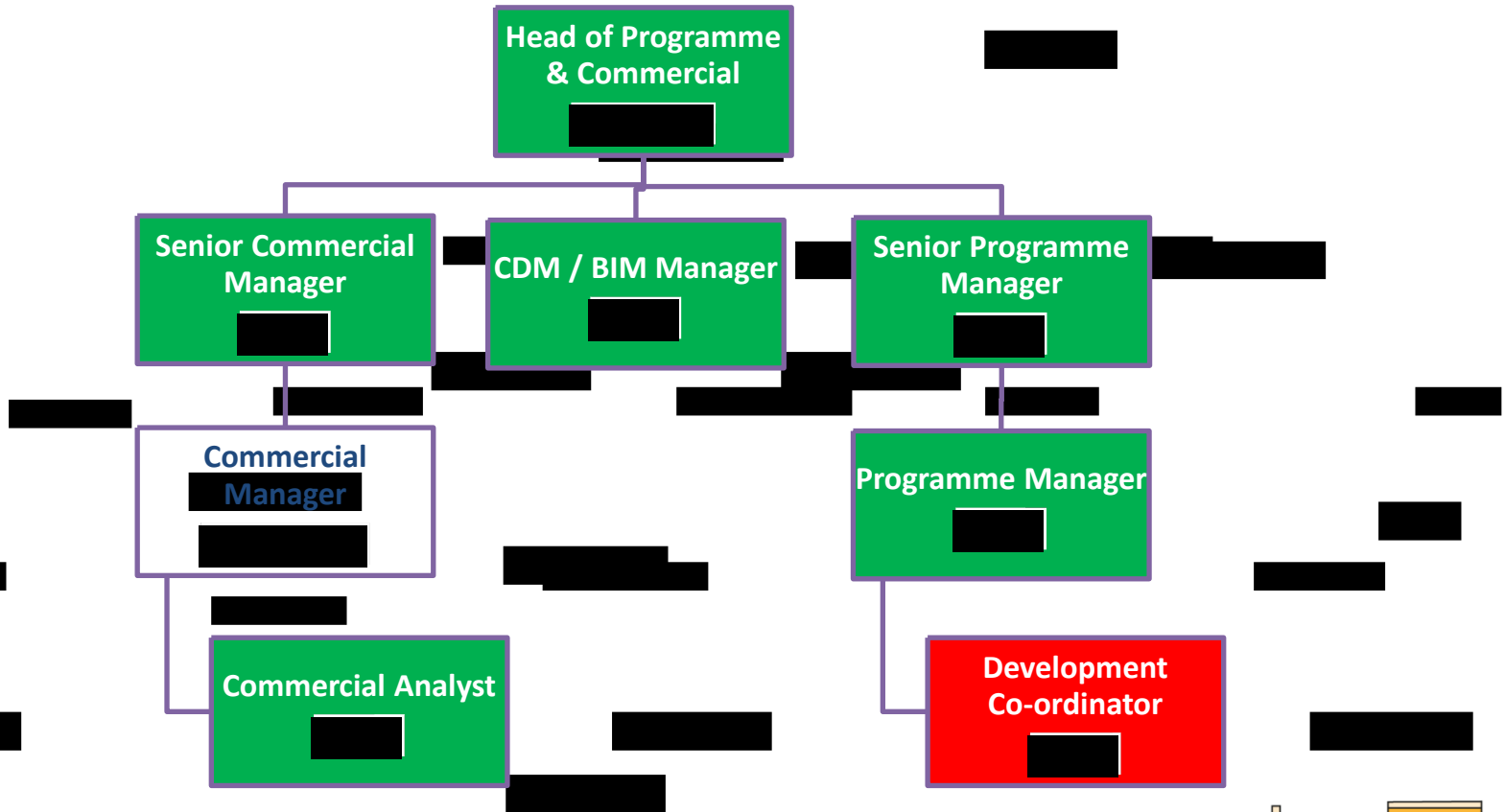
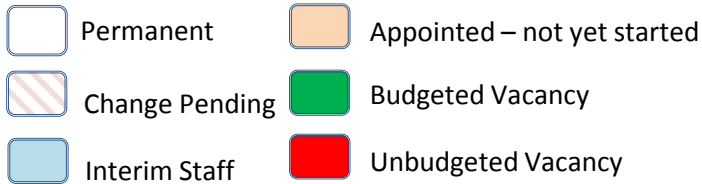
Development Team 3



Construction Team



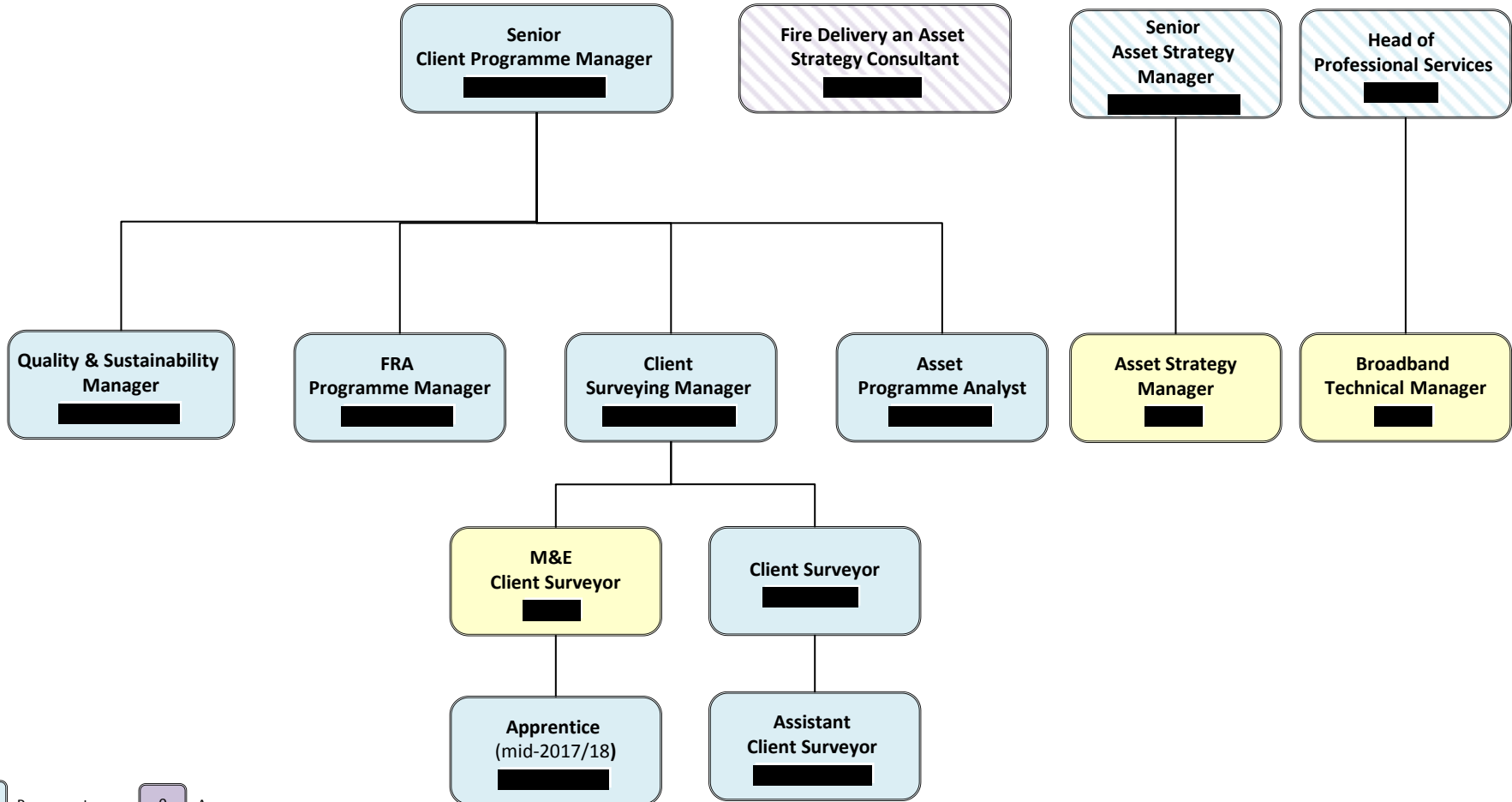
Programme & Commercial





CITYWEST HOMES

Asset Strategy



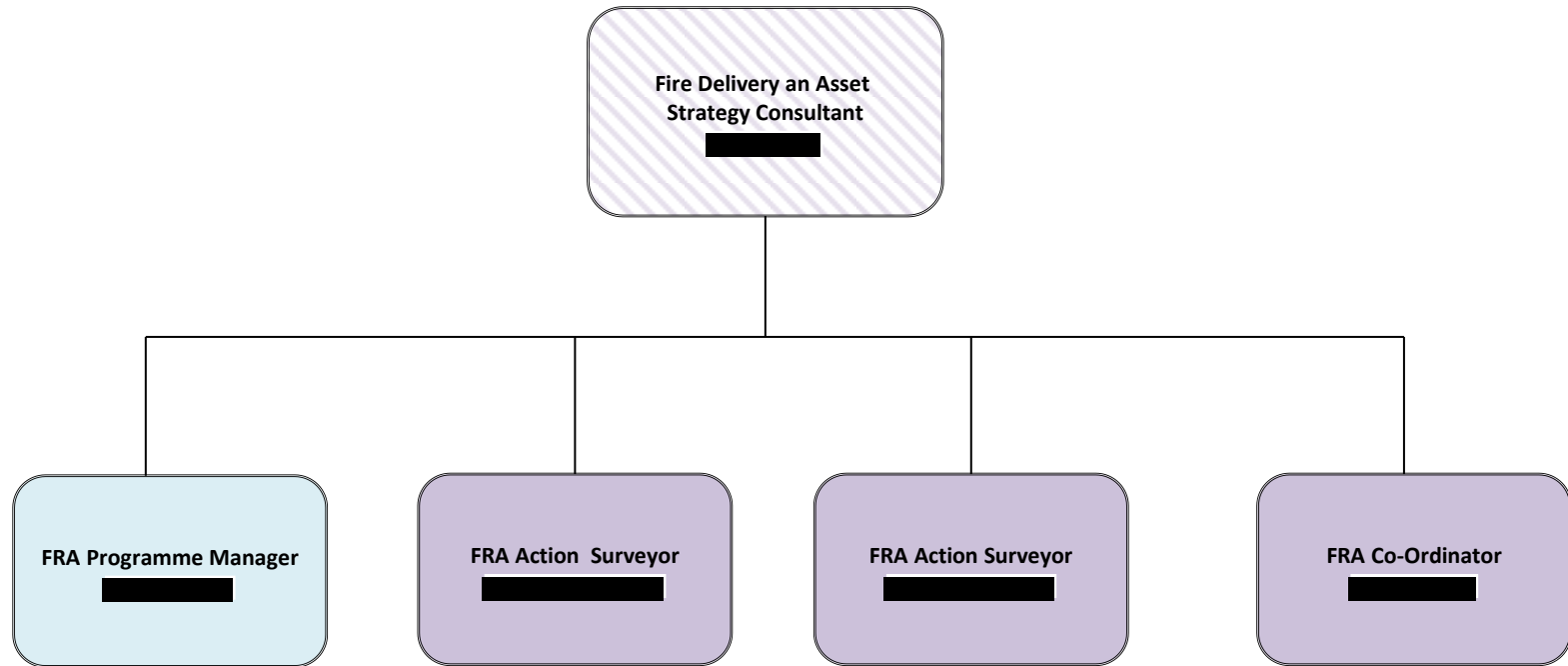
8	Permanent	0	Agency
2	Part Time	1	Consultant
0	Fixed Term	3	Vacancy
0	Secondment	0	Long term absence

Last updated: 27 March 2018



CITYWEST HOMES

Fire Action



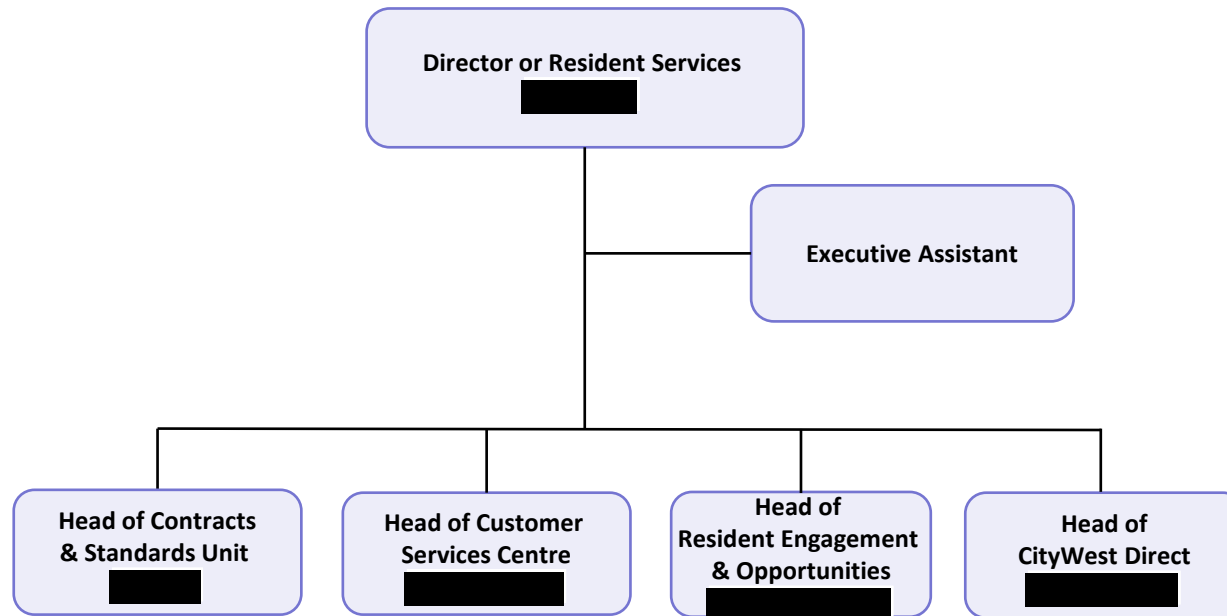
8 Permanent	0 Agency
2 Part Time	1 Consultant
0 Fixed Term	3 Vacancy
0 Secondment	0 Long term absence

Last updated: 27 March 2018

Customer Services



CITYWEST HOMES



CityWest Connect



CITYWEST HOMES

Head of Contact Centre
[REDACTED]

Contact Centre manger
[REDACTED]

Customer service
manager - repairs
[REDACTED]

Customer service
manager - repairs
[REDACTED]

Customer service
manager - admin
[REDACTED]

Customer service
Manger – housing/LH
[REDACTED]
(Long term sick leave
[REDACTED] covering)

Customer service
Manger - reception
[REDACTED]

Customer service
Manger – R&I
[REDACTED]

Senior CSA-housing &
leasehold
[REDACTED]

Customer service
advisor - repairs
X 21 FTE
X 6 PT









Customer service
advisor - admin
X 8 FTE
X 2 PT

Customer service
advisor – housing
X 5 FTE
X2 PT

Customer service
advisor – Leaseholder
X 6 FTE
X 3 PT

Receptionist
X 8 FTE
X 2 PT

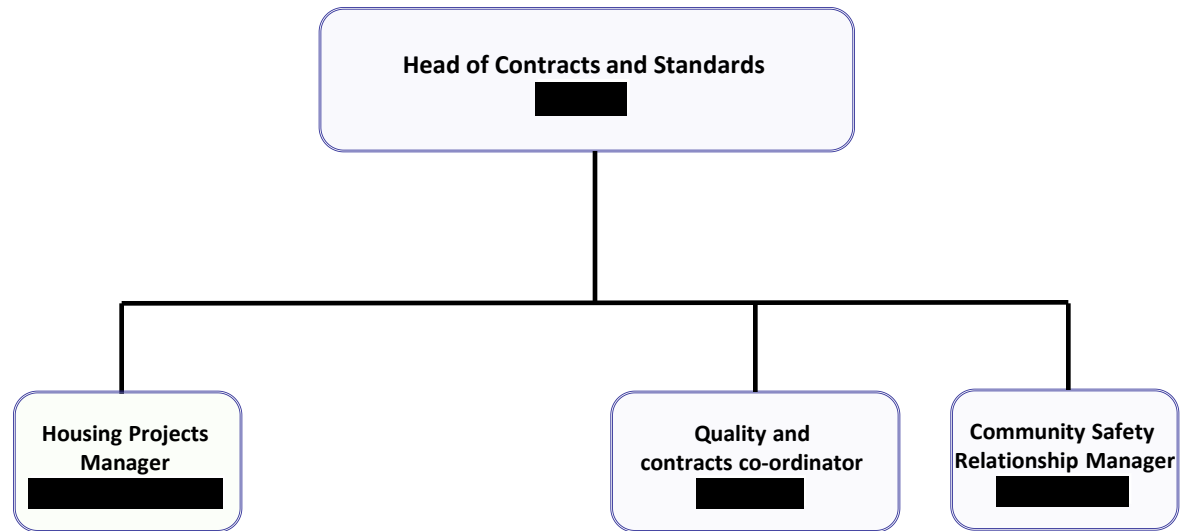
Resolution & insight
X 4 FTE
X 1 PT

	Permanent		Consultant
	Part Time		Agency
	Fixed Term		Vacancy
	Secondment		Sick Leave

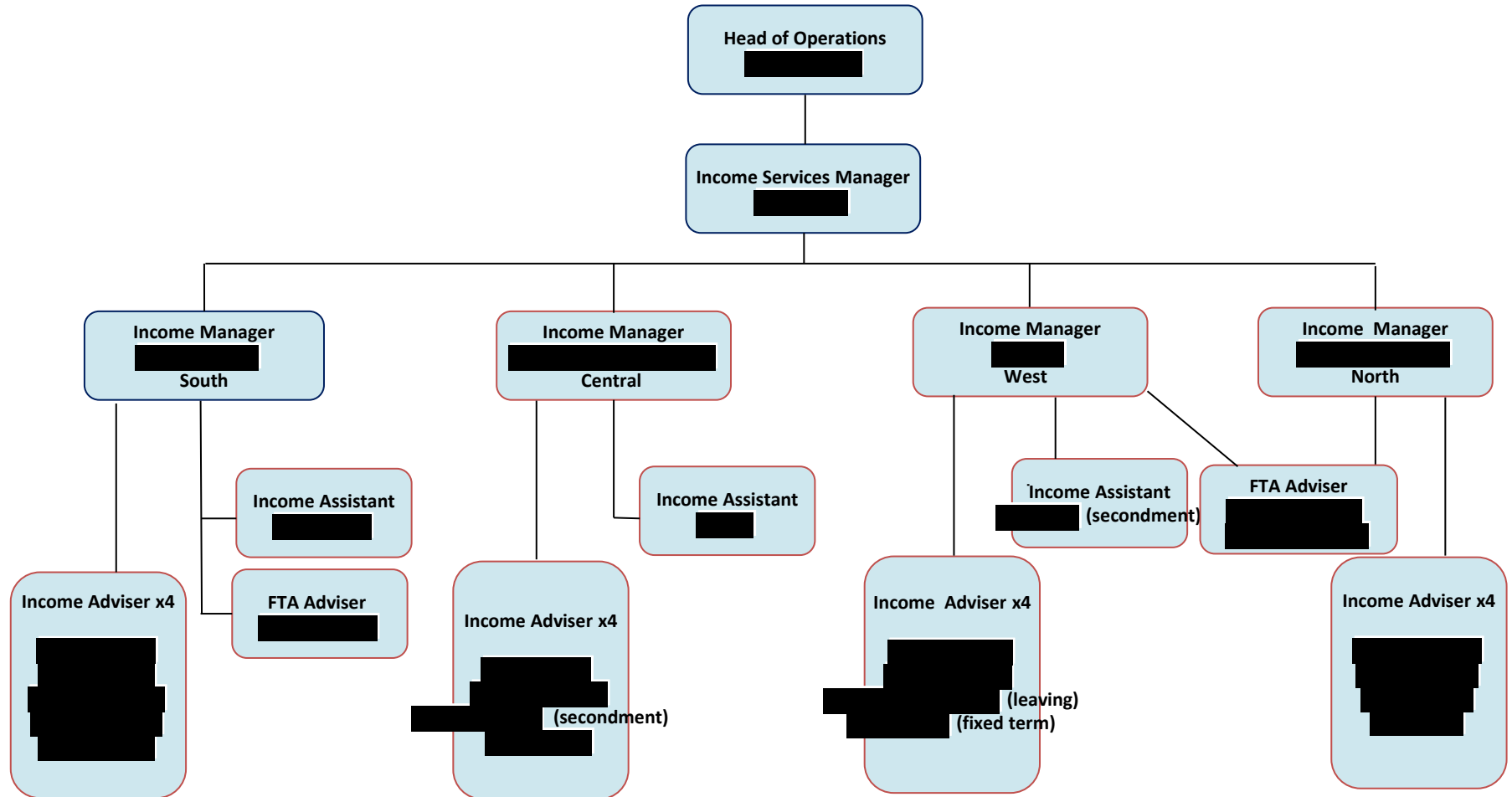
Contracts & Standards



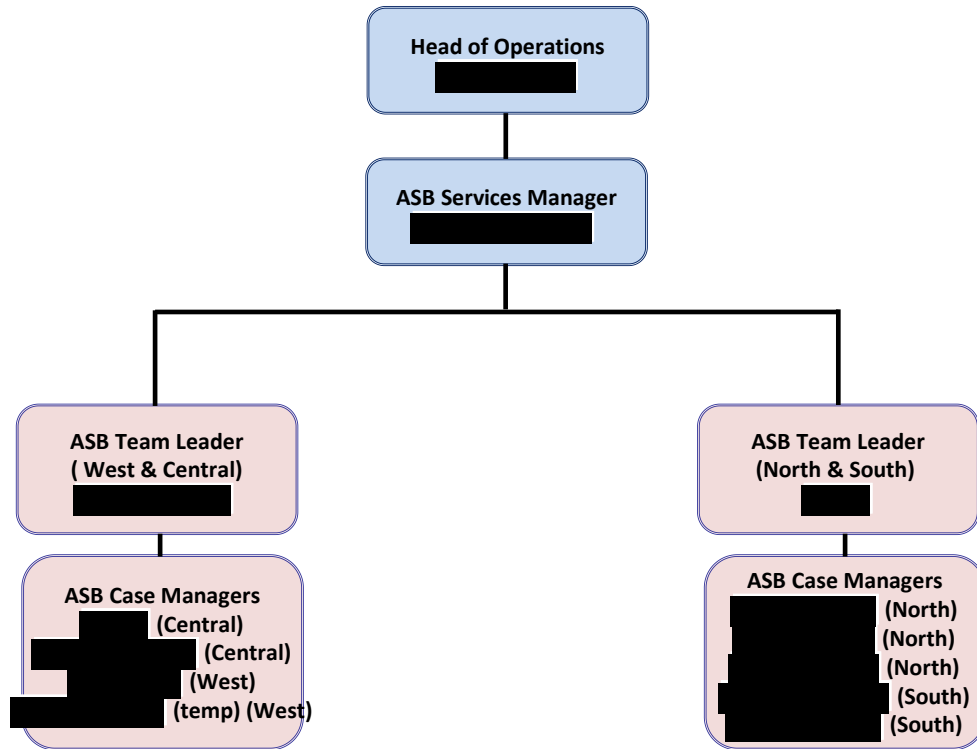
CITYWEST HOMES



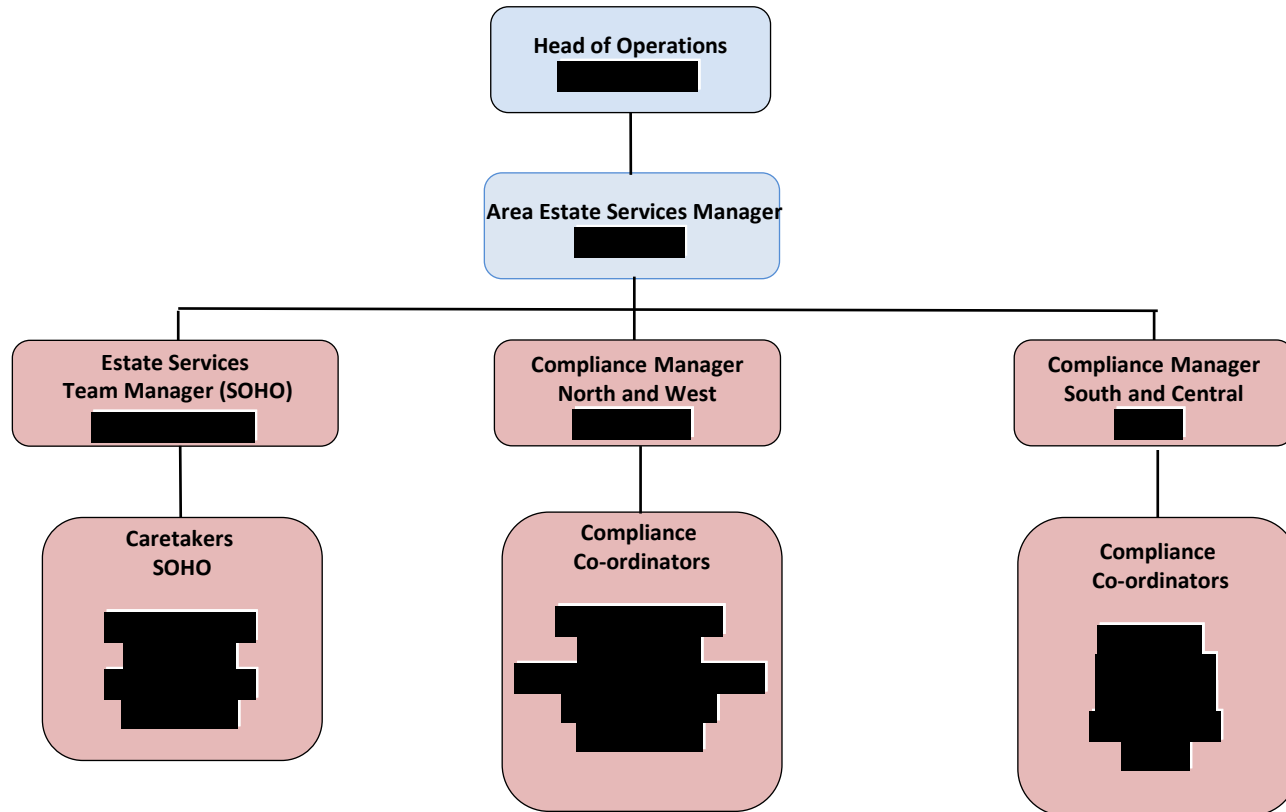
Income Services



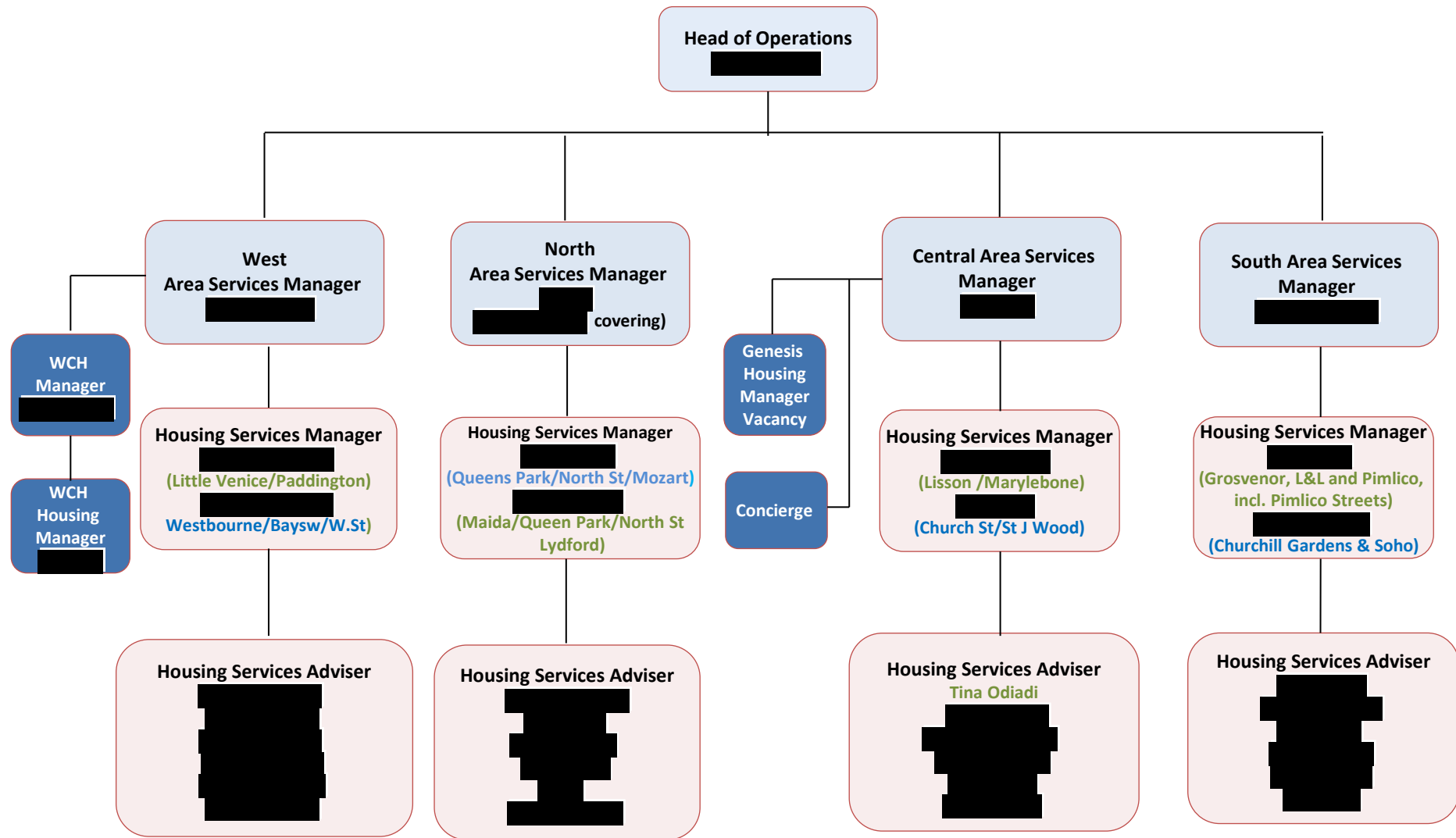
Anti-Social Behaviour

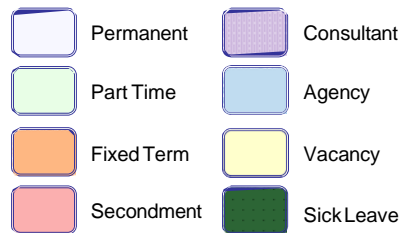


Estate Services



Housing Management Services





Resident Engagement & Opportunities Team

