

Mr Dave Evans

**PAUL JOHNSON**  
**DIRECTOR OF RESOURCES &**  
**DEPUTY CHIEF EXECUTIVE**

Resources Directorate  
ICT and Information Governance  
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Our Ref: 3954728

Please ask for: Alison McCallum  
Date: 30 October 2018

Dear Mr Evans

### **Freedom of Information Act 2000**

I write further to your request for information, which we received on 11 October 2018, concerning:

*Dear Solihull Community Housing,*

*Please send me a structure chart for your Housing, Housing Options and Contact Centre divisions*

*Clarification: Could you highlight the structure charts for tenancy, income, customer service and ASB services along with housing options?*

**Please find our structure charts attached which cover the five areas referred to.**

I hope this information is of interest and assistance. If however you are dissatisfied with the response you have received and wish to request a review of our decision or make a complaint about how your request has been handled you should write to the following address or reply to the email to which this letter is attached:

Corporate Information Governance Manager  
Resources Directorate  
ICT and Information Governance  
Council House, Manor Square  
Solihull, West Midlands  
B91 3QB

Your request for an internal review should be submitted to us within 40 days of receipt by you of this response. Any requests received after this time will be considered at the discretion of the Corporate Information Governance Manager.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO will not make a decision until you have exhausted the complaints procedure provided by the council. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate). Website: [www.ico.org.uk](http://www.ico.org.uk).

Should you have any further questions please do not hesitate to contact me.

Yours sincerely

Alison McCallum  
Performance Support Officer  
Corporate Performance, Policy and Information