

Organisational Structure

Trust Housing Association

CEO office

Governance, business services

Customer Experience – Landlord

- Landlord service, including allocations, rent and arrears, neighbourhood and community management.
- Welfare benefits service
- Customer engagement
- Factoring
- Commercial leases

Customer Experience – Care & Support

- Older people's care and support (team of 600+, across 60 sites)
- Catering service
- Hygiene & infection control
- Local authority contract management

Assets & Sustainability

- Repairs and maintenance
- Housing investment
- Health & Safety
- Compliance
- New build & remodelling
- Energy & green agenda
- External Grant Funding Bids

Finance & People

- Finance and treasury
- Rent setting and value for money
- Organisational Design
- Human Resources
- Learning & development
- Procurement
- Risk management
- Data protection and FOI

Business Development & Digital

- Business strategy
- Technology & data
- Business improvement
- Service design
- Comms & Brand
- Happy to Translate

Trust Enterprises Limited

- 100% owned subsidiary
- Mid-market Rent