Bracknell Forest HOMES
www.bracknellforesthomes.org.uk

Bracknell Forest Homes Organisational structure

Chief Executive
Caroline Titley

Human Resources
Learning and development

Housing and Community Services Director
Linda Wells

Neighbourhood Management
Provides housing and tenancy management services.

Income Management
Provides support, including benefits advice, to tenants to pay their rent and recover arrears.

Leasehold Management
Supports the 1,100 leaseholders who transferred from the Council.

Neighbourhood Estate Action Team (NEAT)
Provides caretaking and estates services for all estates.

Voids and Lettings
Manages lettings of properties, including Choice Based Lettings.

Supported Housing
Provides sheltered and extra support accommodation and services in 11 schemes.

Policy and Community Development
Manages policy, community development and involvement of residents to influence services.

Communications
Delivers accessible communications to customers.

Customer services
Deliver customer service at the first point of Contact in Berkshire Court and on telephone.

Assets and Business Development Director
Chris Withnall

Asset Management
Delivering £61 million major works improvements to properties.

Development
Leading on the development of new homes and land.

Technical Services
Responsible for repairs service to customers' homes. Also includes grounds maintenance and landscaping of land which transferred from Bracknell Forest Council. There is also a repairs call centre to manage all repairs enquiries.

Facilities and procurement
Manages building safety and procurement.

Resources Director
George McMorran

Finance
Corporate finance, financial accounting and control
Company secretary
Governance
Internal audit

IT