

Customer Experience

December 2024

Engaged



Developed

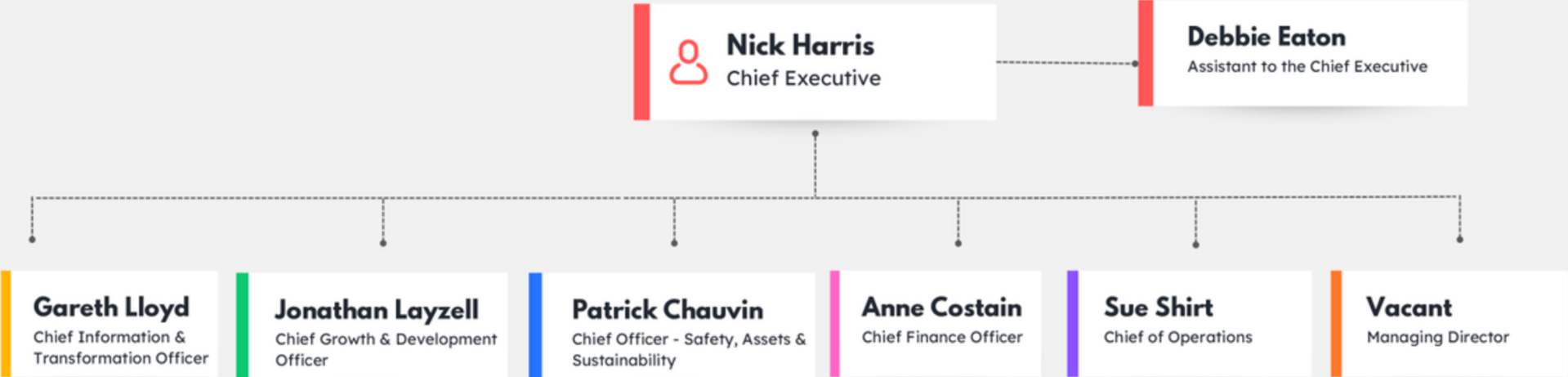


Equipped



Organisational Structure

Our Chief Officer Group (COG)

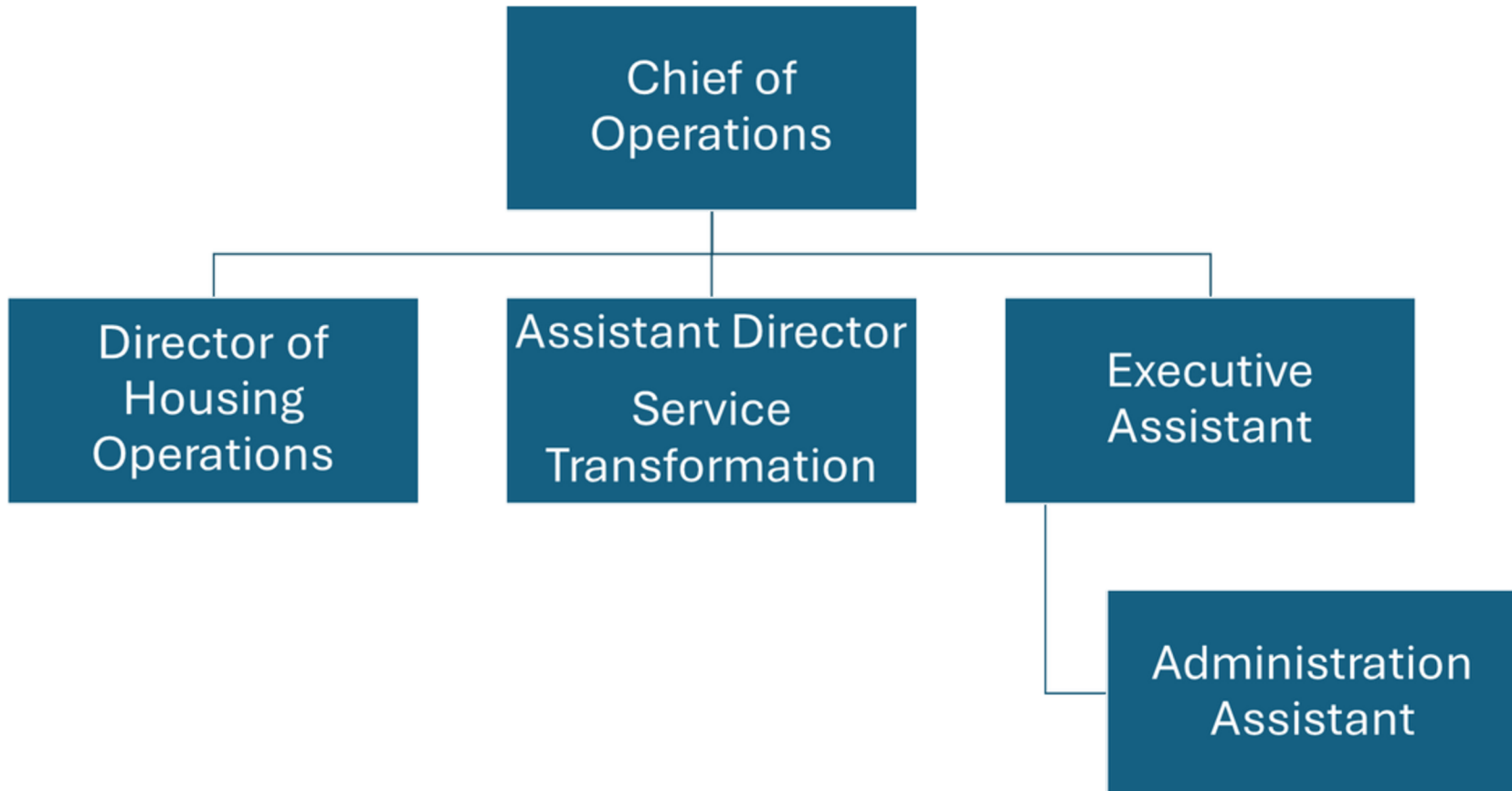


Our Stonewater Directorates

-  Innovation & People
-  Development
-  Homes
-  Finance, Governance & Assurance
-  Customer Experience
-  Mount Green

Customer Experience

Senior Leadership Team



Customer Experience
Housing Leadership Team

Director of Housing
Operations

AD Lettings, R&SC,
Income &
Commercial Services

AD Customer Voice
and Influence

Director of Wellbeing

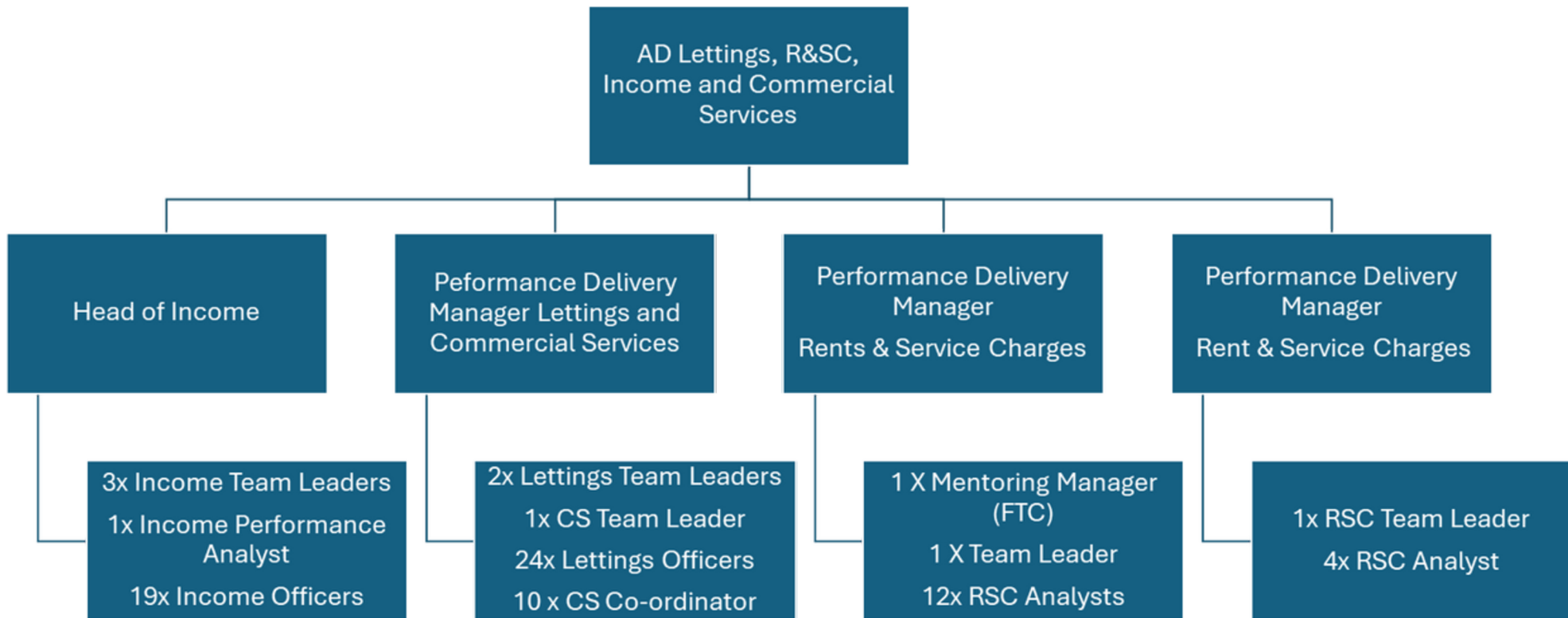
Director of Customer
Services

Director of Housing
Management

CX Support Officer

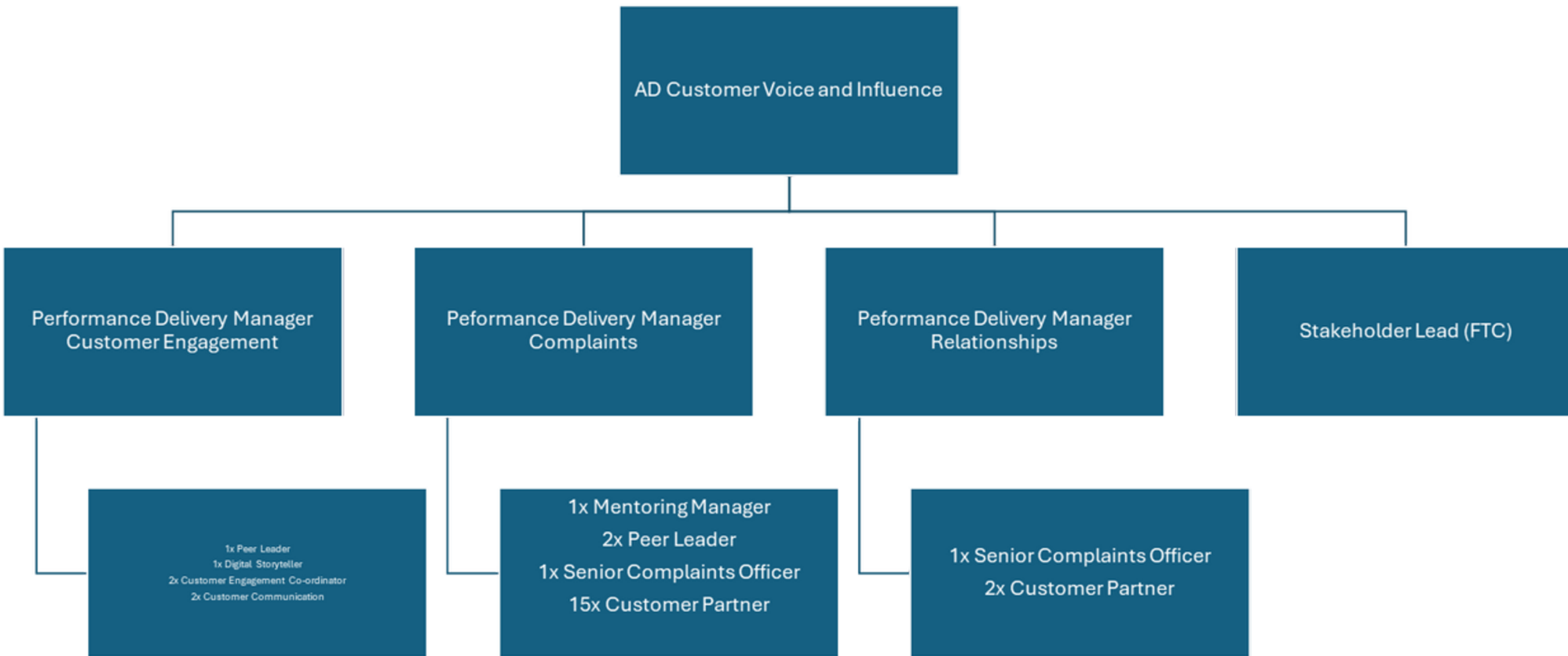
Customer Experience

Income, Lettings, Rent, Service Charge & Commercial Services



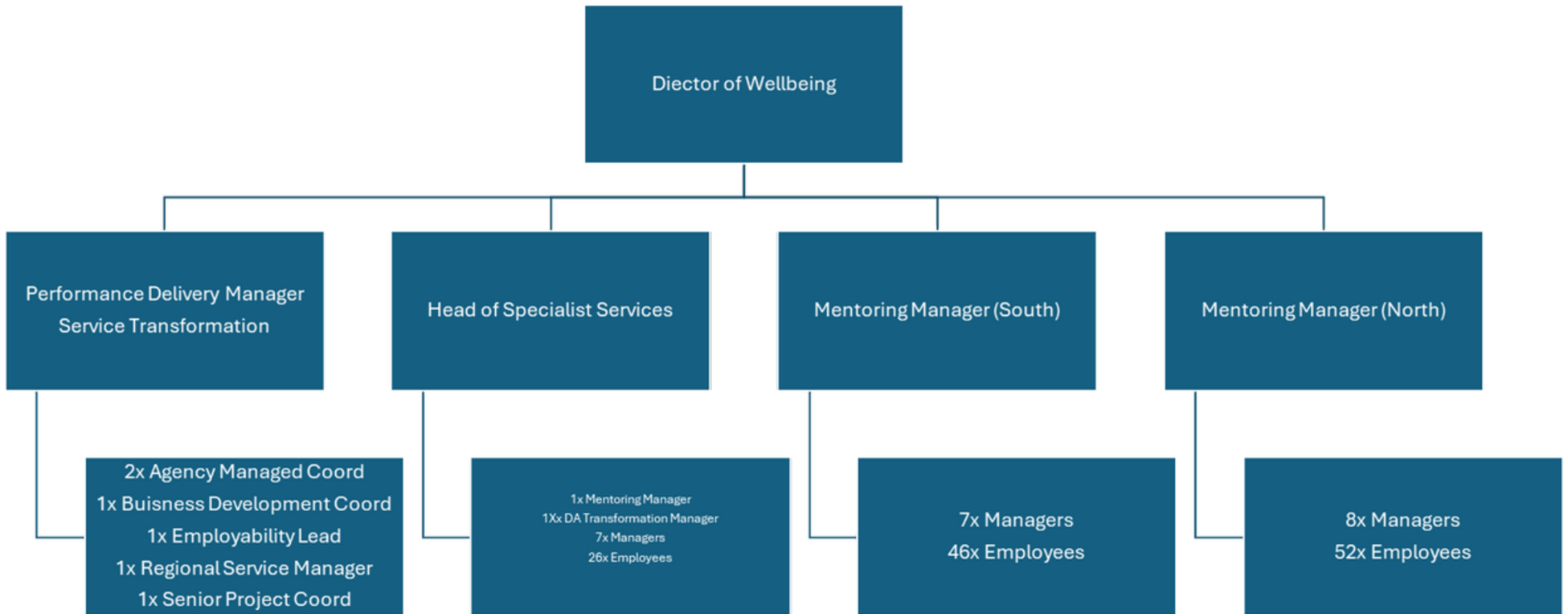
Customer Experience

Customer Voice & Influence

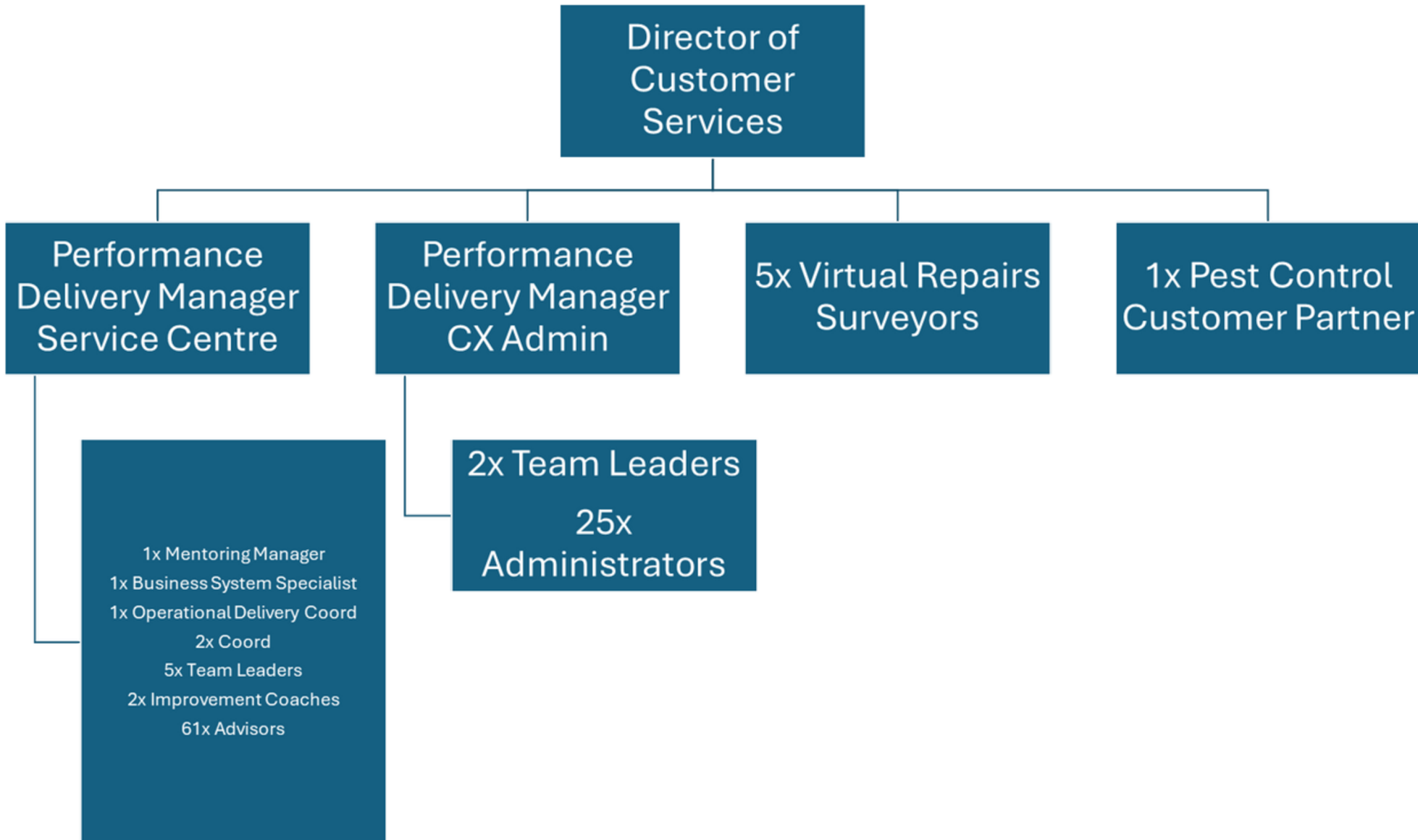


Customer Experience

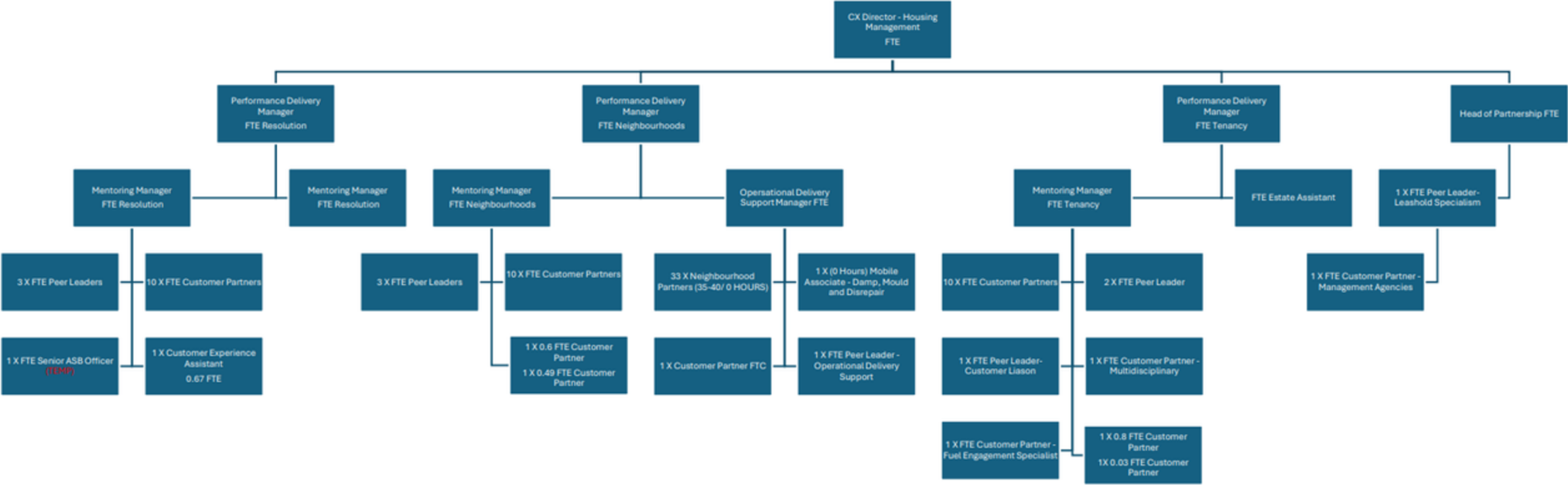
Wellbeing



Customer Experience Customer Services



Customer Experience Housing



Customer Experience

Service Transformation

