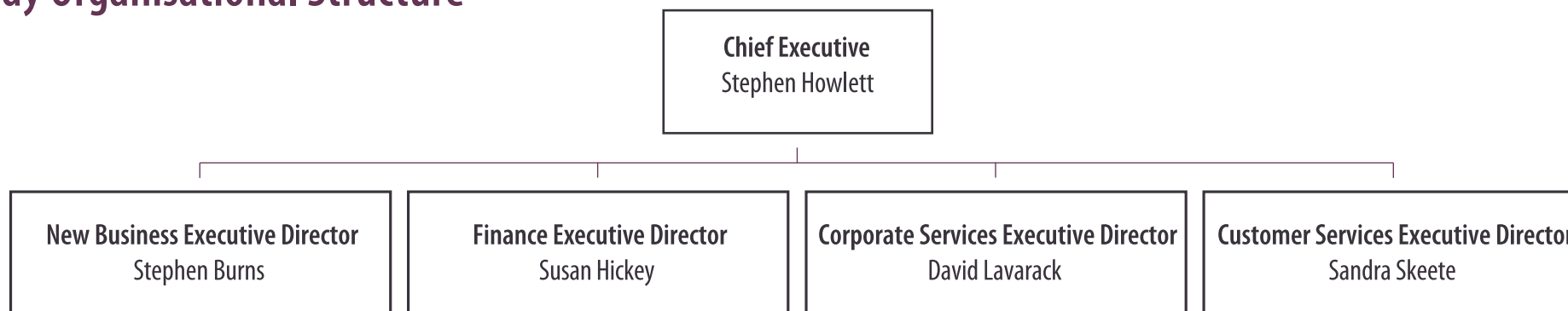


Peabody Organisational Structure



Operations

Provides services for young, old and vulnerable people in their homes and communities.

Business Development

Builds new homes and leads on the investment in homes transferred from local authorities.

Community Enterprise

Manages a range of projects involving people of all ages in community and personal development activities.

Employment and Youth

Provides training, employment and volunteering opportunities and youth activities.

Treasury

Finance Services

Legal and Assurance

IT

Human Resources

Facilities and Safety

Strategy and Planning

Getting residents involved in how we deliver services, monitoring resident satisfaction and maintaining housing policies.

Neighbourhoods

Provides housing management services including caretaking, parking, pest control and dealing with anti-social behaviour.

Customer Support

Our customer service centre and the first point of contact for all resident calls. Queries will either be resolved by Peabody Direct or directed to the appropriate team.

Asset Management

Undertakes major refurbishment and maintenance work to Peabody properties.

Operational Excellence

Delivering change initiatives that ensure continuous improvement.

If you have a query you should contact Peabody Direct who will either provide you with a response or direct you to the right person to deal with your query.
 You can contact Peabody Direct by phone: **020 7021 4444** or **0800 022 4040** (free from landlines)
 or by email: peabody.direct@peabody.org.uk