

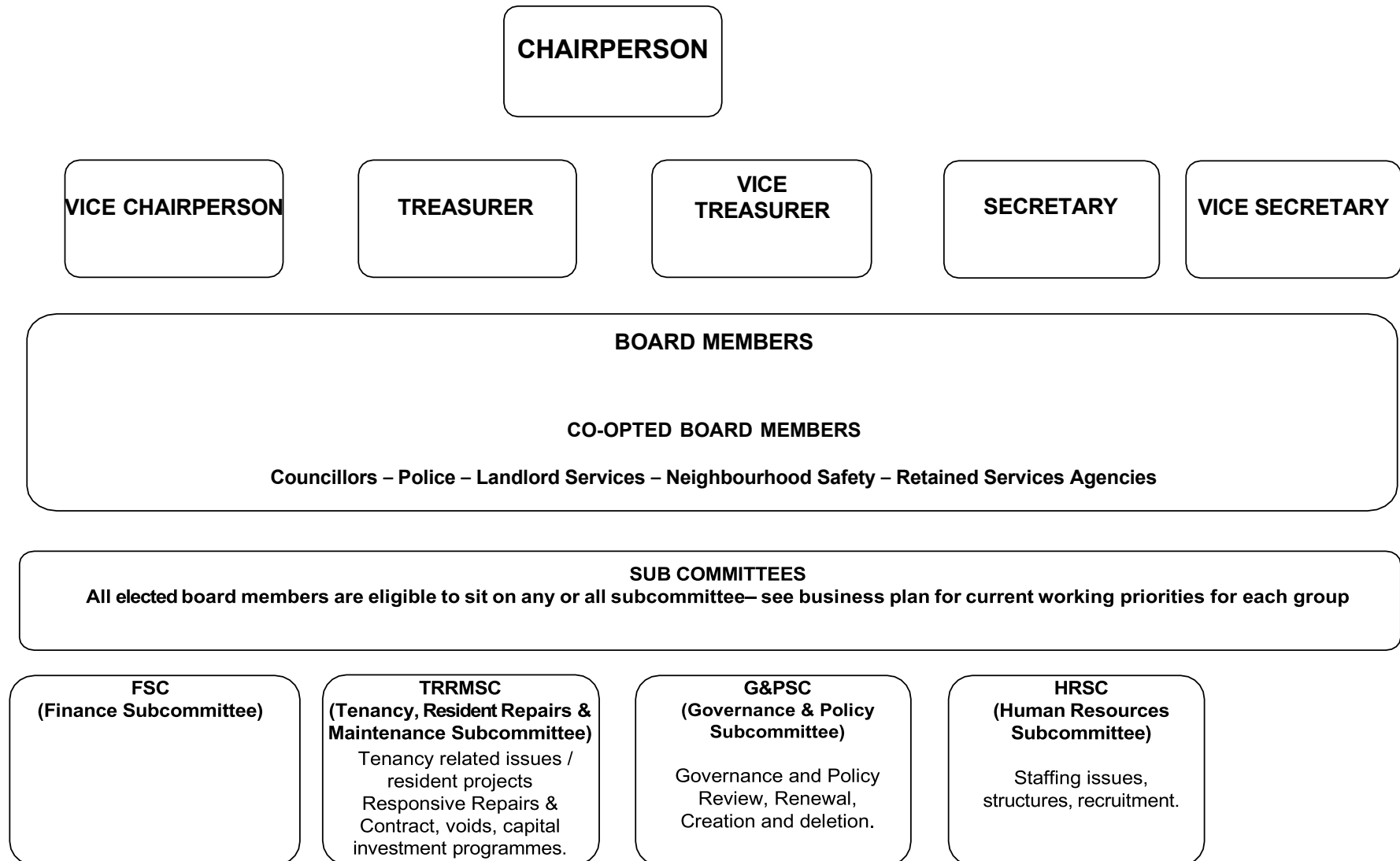
DOVECOTES TENANT MANAGEMENT ORGANISATION



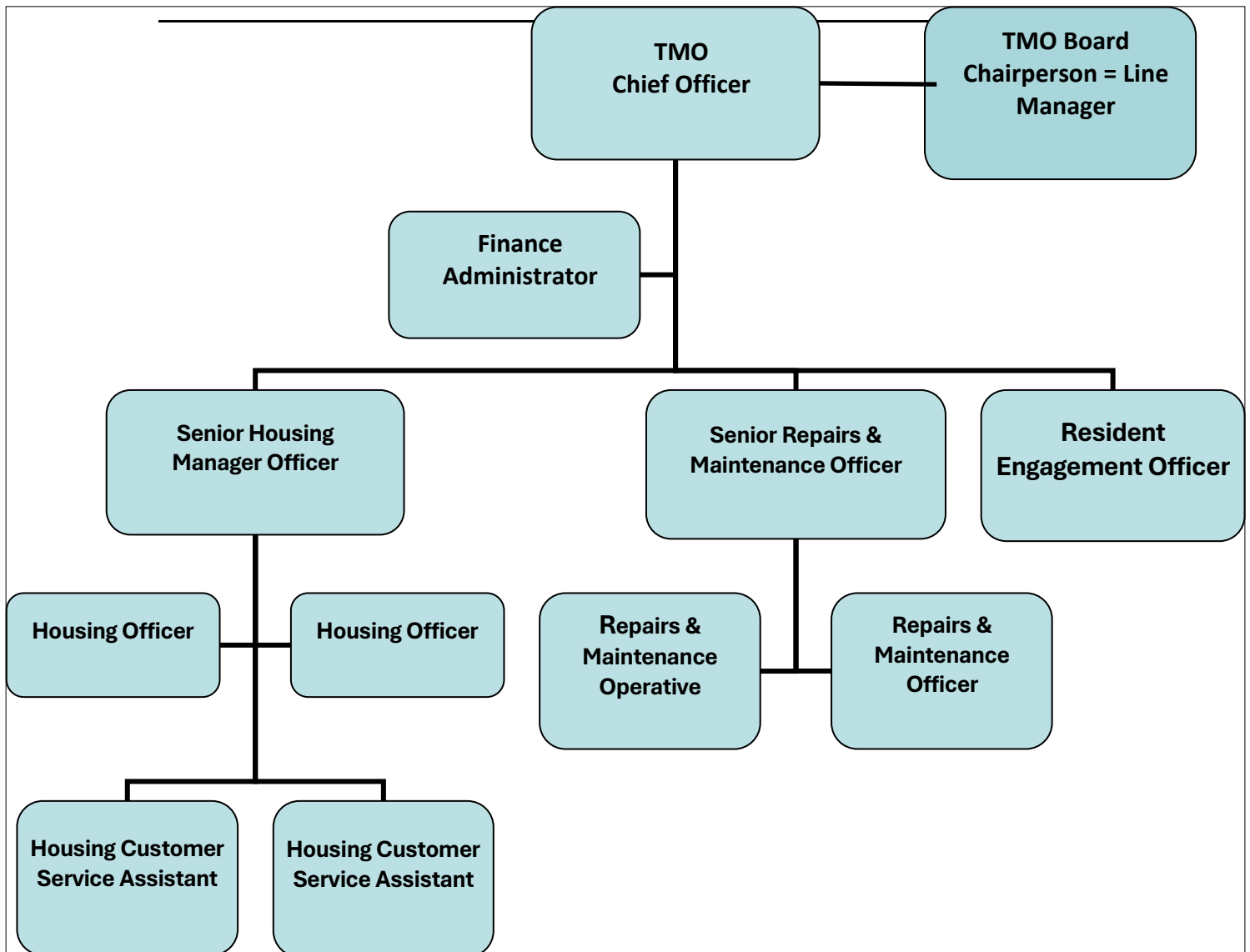
From the past, looking to the future

Board & Staff Structure

Board Organisation Chart



Staff Organisational Chart



Relationship with Staff and Operational Boundaries

- Treat staff with courtesy and respect and do not ask or direct staff to act contrary to the law, their employment duties, professional responsibilities or approved policies and procedures.
- The Board approves the management structure through the authorised governance process. Individual Board Members must not issue instructions to staff or intervene in operational management unless the Board has expressly delegated authority for a defined purpose.
- The Board and individual Board Members must not lead, direct or issue instructions in relation to any operational obligation, activity or service delivery. Operational leadership and instruction remain the responsibility of the Chief Officer and authorised staff, in

accordance with approved policies, procedures and delegated authority.

- Complaints about staff should be raised with the Chief Officer or Chair; complaints against the Chief Officer should be reported to the Chair.
- The Board is responsible for ensuring compliance with health, safety, and welfare obligations towards workers.
- Board Members must not request service support, case intervention or operational assistance directly from individual officers. Any request or concern must be submitted through the relevant approved reporting channel, including the repairs, tenancy management, complaints or other applicable service procedure.
- Board Members must not use their position to seek personal gain, preferential treatment or access to any service, support or benefit for themselves, members of their household, relatives, friends or associates where the relevant eligibility criteria are not met.