

“Creating places
where people
are **proud** to
live and work”




wm housing group

Chairman's Message



Roger Griffiths, Chair of WM Housing

2009/10 has been a very significant and successful year in the development of West Mercia Housing Group. Whitefriars joined the Group just before the year began and so a successful integration was the goal for the Group Board and for the two management teams which came together.

I am more than pleased to report that the expanded West Mercia was quickly consolidated and Whitefriars members joined the Group Board bringing new experience and commitment to the integration process.

I would like to thank all members of the Integration Committee, chaired by Peter Lacy for their hard work during the year.

The year saw the continuation of the economic recession, but in response to Homes and Communities Agency (HCA) extended funding opportunities, West Mercia and our Spectrum partners brought forward proposals for an expanded programme of 682 units which was the largest programme in the Region and benefited residents across the Group and in the other areas served by Spectrum members.

West Mercia continued to play a leading role in the North Coventry and North Solihull Regeneration projects. Working with the HCA we successfully expanded the rented programmes to keep momentum in the projects despite the reduction in our private sector partners programmes.

During the year the Group embarked on our planned rationalisation of the senior management team following Whitefriars joining the Group. I am pleased to report that following a rigorous selection process Pat Brandum was appointed as Group Chief Executive, with Howard Farrand deciding to leave us in July 2010. Pat is joined by Kevin Rodgers, Denise Shuker, Peter Quinn and Angus Groom in the new Senior Management team. I am looking forward to working with Pat and the team to take West Mercia Housing Group forward.

To reflect and respond to the changes in the Group, the Board has embarked on a modernisation review of its governance arrangements, which will conclude at the next AGM. The process includes a rebranding to reflect and promote the new enlarged West Mercia Group.

I am extremely proud to be Chairman of an organisation which is taking a proactive approach to meet the challenges which face us and the residents we serve. I am looking forward to the future with confidence, as despite the undeniable economic difficulties and their impact on housing, West Mercia will continue to thrive and be a key partner and supporter in the many communities in which we work.

A handwritten signature in blue ink, which appears to read 'R Griffiths'.

Roger Griffiths, Chair of WM Housing

Vision and Values



Our Purpose

WM Housing is a housing based social enterprise focused on improving the quality of people's lives individually and collectively.

Our Vision

“Creating places where people are **proud** to live and work”

Our Values

Providing Excellent Service

- We aspire to 'excellence in customer services' and at the same time seek ways to enhance communities
- We will work to make each contact easy and trouble free and turn the ordinary into the extra-ordinary by going that 'extra mile' for you.
- We do what we say we will do, when we say we will do it. If we don't we will apologise and take whatever practical steps we can to put it right.

Valuing People

- We value you and will treat you with respect and understanding. We expect you to do the same when dealing with us and your neighbours.
- We see everyone as important. Even when we can't meet every request you make we will try to help. If we can't help we will explain why.
- We want to get things right first time and we will involve you whenever we can on the things that affect you.
- We listen to what you tell us and use this to help improve the services you receive.



Acting with Integrity

- We are honest in our dealings with you. We will always strive to keep our promises.
- We will run our business in a way which is ethical and decent by doing 'the right thing'.
- We will use our resources and influence to help you and make sure our policies and practices reflect our commitment to an ethical business.

Delivering Creative Solutions

- We will work with you and our partners in a culture of mutual respect.
- Not all issues are as simple as 'you ask, we do'. Some require more complex solutions and we will work with you and others, as far as is practical, to develop them.
- We will work with you and our partners to help find solutions which reflect your needs as individuals.

The Executive Management Team



Pat Brandum MCIH
Chief Executive

Pat has many years experience of housing, having worked in both local authorities and housing associations. Pat is committed to ensuring the Group's continued success in delivering an efficient and high quality service to all customers and stakeholders.



Kevin Rodgers BA (Hons), CPFA
Deputy Chief Executive and Executive Director - Finance & Resources

Kevin is responsible for the Group's £400m loan facilities and also for the delivery of the Group's finance, procurement and company secretarial services. He is a Non-Executive Director of Daventry & District Housing Ltd; a member of the National Housing Federation's expert advisory panel and is also a regular conference speaker on housing finance and regeneration issues.



Denise Shuker MCIH
Executive Director - Housing & Communities Services

Denise has specific responsibilities for the housing services of all the associations within the Group. Denise's role makes use of her experience in local authorities and housing associations, giving her a good understanding of the needs and aspirations of residents.



Peter Quinn
Executive Director - Development, Regeneration & Property Services

Peter has over 25 years experience in the affordable housing sector working for Housing Associations and the private sector. He has the lead role in growing the Group and ensuring our homes are maintained in excellent condition. He also works with our partner associations in the Spectrum Development Partnership.



Angus Groom BA (Hons), MBA
Executive Director - Corporate & Business Services

Angus brings extensive experience of best practices in the private commercial sector. He is responsible for the delivery of the Group's corporate services and a range of quality business services to the partner associations.





WM Housing Group is one of the largest not-for-profit social housing businesses in the West Midlands area and we exist to create places where people are proud to live and work.

WM Housing is an organisation on the move. Over the past 12 months we've seen innovation, consolidation and growth. In a climate of change and opportunity it is more important than ever for us to continue to position ourselves as a strong and reliable partner.

We believe that everyone should have the opportunity to live in a decent home and we want to use our resources to challenge the pattern of disadvantage being transferred from one generation to the next.

Through our partner associations Harden, Kemble, Nexus and Whitefriars Housing Associations, we own and manage around 24,000 homes in Herefordshire, Worcestershire, Birmingham, and Coventry and throughout the West Midlands.

From urban to rural, large regeneration projects to young people's accommodation and from training and development expertise to a specialism in tackling anti-social behaviour, we have a valuable reputation to maintain and enhance.

Providing Decent Homes

We develop and supply quality, affordable homes for people in need. The majority of our homes are social rented. We also provide homes for leaseholders, shared owners, intermediate and market renters.

In addition to this we are currently planning for the provision of homes for sale on the open market. This will in turn help us to fund increasingly needed affordable homes for local people.

We also own a small portfolio of older person accommodation, care homes for people with learning difficulties, and accommodation and award-winning support for young people at danger of becoming homeless, funded through supporting people.

More often funding for homes in the Midlands has often been overlooked in favour of other areas of the country. We work hard to ensure that the areas in which we work receive maximum resources and these are invested wisely.

The Group is one of the Homes and Communities Agency's (HCA) lead investment partners and we head the Spectrum Development Consortium, one of the top performing development consortia in the region.

Spectrum comprises of ten independent housing associations which together manage more than 60,000 homes across the Midlands. We enjoy an excellent reputation with the HCA for delivery.



Much More Than Just Housing

Our four partner associations within the Group operate locally with their own boards and management teams. Our federal structure allows us to develop uniquely strong relationships with the local communities we serve and still call upon the strengths and resources of the Group.

We are linked by our high standards of performance and our key values to provide excellent service, value people, act with integrity and deliver creative solutions. We also share the aim to achieve further growth within the Midlands and provide the best service we can.

We are well aware, though, that there is far more to helping to create cohesive communities than providing homes. Throughout the group we have provided training and employment opportunities long before the term 'worklessness' became fashionable and this continues to be a priority.

Tackling anti-social behaviour is also a group specialism. Not only have we exported the services of our asb4 team, which provided cross-discipline consultancy services to defuse bad behaviour, to other organisations, but in addition we played a hand in the formation of the good practice body Social Landlords Crime and Nuisance Group.

One of the things which we are best known for, however, is our work in regeneration. We are currently involved in two of the largest such projects in the Midlands. We play a key role in the £1.8bn North Solihull regeneration programme and we act as project leaders for the 15-year regeneration of the New Deal for Communities area in north-east Coventry.

Of course, none of our success would have been possible without the involvement of our customers. The diverse communities that make up our customer base have played crucial roles in our development as a successful social business so far, and we plan to ensure even greater involvement in the shaping of our services in the future.

We are proud of our past and excited about the future. We believe that we are innovative, flexible and down to earth. And if we had to choose a legacy, it would be that we never missed an opportunity to improve the areas in which we work.



Development



Peter Quinn, Executive Director of Development, Regeneration & Property Services



Spectrum Development Partnership is a consortium of 10 independent housing associations operating across the Midlands. Led by WM Housing, Spectrum partners own and manage more than 60,000 homes across the region and have a current development programme in excess of £100m.

Spectrum partners are committed to developing choice in affordable housing to meet local needs and have a breadth of knowledge and specialist skills in managing and delivering a diverse range of affordable housing throughout the Midlands.



Affordable Homes to Rent

Client: **Nexus Housing**

Location: **Brickfields, Worcester**

A residential development of 103 new homes on a redundant factory site, with a mix of 2, 3 and 4 bedroom houses and 1 and 2 bedroom flats for affordable rent, homebuy, intermediate market rent and outright sale.

Brickfields was designed to meet “Eco Homes Very Good” standard and a number of the properties have additional Eco elements. These include a ground source heat pump and solar panels to contribute towards the provision of hot water and ventilation systems to recirculate warm air.

City Centre Development

Client: **Harden Housing**

Location: **Balsall Heath, Birmingham**

We have built 57 new homes in the Balsall Heath area of Birmingham City Centre. The homes are a mix of flats, family houses and bungalows, with 28 for affordable rent and 29 for Shared Ownership.

Estate Regeneration

Client: **Whitefriars Housing and Harden Housing**

Location: **North Solihull**

WM Housing is working with Solihull Metropolitan Borough Council, North Solihull Partnership, Bellway Homes and In Partnership, on the £1.8 billion regeneration in the north of the borough of Solihull. The regeneration includes new schools, a new town centre and 8,000 new private and affordable homes.

Client: **Whitefriars Housing and Harden Housing**

Location: **Bannerbrook Park, Coventry**

Bannerbrook Park is a housing development of circa 700 homes built on the former Massey Ferguson assembly plant in Tile Hill Coventry. 101 affordable homes for shared ownership were developed jointly between Whitefriars and Harden, sharing a mix of two bed apartments and two/three bedroom houses.

Rural Homes

Client: **Nexus Housing**

Location: **Feckenham, Worcestershire**

WM Housing is well used to dealing with the special requirements of small schemes in villages and rural areas. This scheme provides 4 homes for sale on a shared ownership basis and 6 for rent. The development is on the outskirts of the village and was designed to complement its surroundings.

For more information about WM Housing Development Services, please contact:

Peter Quinn, Executive Director of Development, Regeneration & Property Services.

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WM Housing’s Development Team has an excellent reputation for the quality of its work, based on its ability to manage and deliver construction projects and working with a wide range of partner organisations. Members of the team have extensive experience of working on a variety of projects including;

- Multi-million pound estate redevelopments in areas of Birmingham such as Shard End, Longbridge and Belgravia and a range of urban schemes
- Smaller scale rural housing projects which are worked up in close consultation with Parish Councils and residents
- A wide range of Supported Housing Schemes including homes for people with learning difficulties, independent living for people with acquired brain injury and refuges for women fleeing domestic violence
- Housing for Sale schemes aimed at first time buyers.

Our New Business Team, has considerable expertise in land purchase and securing funding. The Project Management Team works closely with our building partners on securing planning permission and overseeing the projects through to handover.

“The Group demonstrates a good performance by achieving or exceeding its annual targets, maintaining good progress against targets during the year and delivering quality housing that meets our standards” – Housing Corporation Assessment, September 2007.

Whitefriars Housing



Whitefriars Housing exists to create places where people are proud to live and work.

Our not-for-profit housing association was born in 2000 as a result of a positive customer vote which led to what was then the largest single housing stock transfer in the country.

More than 22,000 homes owned by Coventry City Council were passed on to us, making us the city's largest social landlord.

We demolished more than 4,000 homes that were mostly vacant and beyond economical repair, and we have developed new homes across the city. As a result, we are now the proud owners and managers of more than 18,500 affordable homes.



Our work with customers has led to us setting aside considerable funds for community groups and initiatives. We are pleased with the positive impact these projects have had on the communities involved. We have also invested heavily in the New Deal for Communities area of north east Coventry. We hold the distinction of being the project leader of a 15 year partnership regeneration project. This is a long-term programme in which local residents have been heavily involved. There are no shortcuts to such wholesale rejuvenation and we are proud that, together with backing from the Homes and Communities Agency, building work has now started on site.

In 2009 Whitefriars joined Harden, Kemble and Nexus Housing Associations as a member of the West Mercia Housing Group, which is now known as WM Housing Group. We are part of a regional force of more than 24,000 homes which also enjoys the status of being a lead investment partner of the Homes and Communities Agency and the lead member of the Spectrum Development Consortium Partnership.

Geographically WM Housing Group spans Herefordshire, Worcestershire, Coventry,

Birmingham and the West Midlands.

What links us together is our agreed key values to provide excellent service, value people, act with integrity and deliver creative solutions.

Thanks to our changed status our resources and opportunities have grown, but our autonomy and local specialism remain.



From the start we have embraced innovation. We were one of the trailblazers of true partnership working and within three years we had fulfilled all of our transfer promises to our customers, and ten years later we have invested more than £340m on upgrading and improving our homes.

From the beginning we took the decision that we would take responsibility for creating neighbourhoods in which people would be proud to live and work. Since 2000 we have also run our training and development agency, which continues to provide skills training and employment opportunities to residents and non-residents alike.

We take a proactive approach to anti-social behaviour, and have had significant success through 'asb4' our specialist in-house team by bringing together in one place all of the skills and expertise needed to provide the full range of anti-social behaviour resolution services.



For more information about Whitefriars Housing, please contact:

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Nexus Housing



Nexus Housing, formerly known as Worcestershire Housing Association, owns and manages approximately 2,700 homes in Worcestershire.

Our affordable homes span urban and rural locations within all local authorities in the county. Consequently, we claim unique in-depth knowledge for the wide range of challenges for social housing that present themselves in Worcestershire – a partial result of the mix of dynamic city and rural communities.



In 1999 we joined Birmingham-based Harden and Herefordshire organisation St John Kemble Hereford (since renamed Kemble Housing) within the West Mercia Housing Group.

Our latest Group member, Whitefriars Housing, joined forces with West Mercia in 2009 and we have since re-branded our parent organisation as WM Housing Group.

The result is that we are now part of a regional force of more than 24,000 homes and also enjoy the status of being a lead investment partner of the Homes and Communities Agency (HCA) and the lead member of the Spectrum Development Partnership.

Geographically WM Housing Group spans Herefordshire, Worcestershire, Coventry, Birmingham and the West Midlands. What links us together is our agreed key values to provide excellent service, value people, act with integrity and deliver creative solutions.



Established more than 30 years ago, we are a not-for-profit housing association which exists to create places where people are proud to live and work.

We provide general needs rented and low-cost home ownership properties as well as a range of care and support services, not least an innovative new programme to rehabilitate former prisoners.

Our range of services and the expertise we possess means that we are increasingly being sought after by other organisations as a partner or managing agent, and this is something which we are actively looking to continue.



Thanks to our status; our resources and opportunities have grown, but our autonomy and local specialism remain.

For more information about Nexus Housing, please contact:

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Harden Housing Association



Harden Housing is a not-for-profit affordable housing provider which manages more than 2,600 homes in Birmingham and across the West Midlands conurbation.

We exist to create places where people are proud to live and work.

Established more than 30 years ago, we have had ample time to prove ourselves as an excellent housing organisation with a reputation for financial strength, innovative management and high quality services.



In 1998 we joined with St John Kemble Hereford Housing Association, (now known as Kemble Housing), to create West Mercia Housing Group. A third association, Worcestershire Housing Association, (since renamed Nexus Housing) , joined the group in 1999.

Our latest Group member, Whitefriars Housing, joined forces with West Mercia in 2009 and we have since re-branded our parent organisation as WM Housing Group.

The result is that we are now part of a regional force providing more than 24,000 homes and enjoy the status of being a Homes and Communities Agency (HCA) lead investment partner and the lead member of the Spectrum Development Partnership.

Geographically WM Housing spans Herefordshire, Worcestershire, Coventry, Birmingham and the West Midlands. What links us together is our agreed key values to provide excellent service, value people, act with integrity and deliver creative solutions.



We are based in Birmingham, and are proud to be a preferred partner in four of the Birmingham housing market areas, as well as in Solihull and Dudley.

Thanks to our status; our resources and opportunities have grown, but our autonomy and local specialism remain.

As a major player in the West Midlands we have a first class track record for developing estates and building quality new homes to replace run-down houses and flats, the 'Australian' blocks of flats in Hodge Hill, Birmingham, being a key example.



Our rents are amongst the lowest in the Birmingham area and our properties are well maintained – 99.8% already meet the Decent Homes Standard. We also enjoy consistently high resident satisfaction levels.

For more information about Harden Housing please contact:

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Kemble Housing



Kemble Housing, formerly called St John Kemble Hereford Housing Association, has been providing affordable housing and excellent customer service for the people of Herefordshire for more than 25 years.

We remain one of Herefordshire's foremost not-for-profit providers of social housing and we exist to create places where people are proud to live and work.

We own and manage approximately 1,300 properties, including family housing, sheltered housing schemes for older people, small rural schemes and housing with support in partnership with a range of specialist agencies.



Group as the non-stock holding parent. A third association, Worcestershire Housing Association, since renamed Nexus Housing Association, joined the Group in 1999.

Our latest Group member, Whitefriars Housing, became part of West Mercia in 2009 and we have since re-branded our parent organisation as WM Housing Group.

The result is that we are now part of a regional force of more than 24,000 homes and enjoy the status of being a Homes and Communities Agency (HCA) investment partner and the lead member of the Spectrum Development Partnership.

Geographically WM Housing Group spans Herefordshire, Worcestershire, Coventry, Birmingham and the West Midlands. What links us together is our agreed key values to provide excellent service, value people, act with integrity and deliver creative solutions.



Based in Hereford, we retain strong links with the local community and work closely with the council and other key partners.

Thanks to our status; our resources and opportunities have grown, but our autonomy and local specialism remain.

As well as enjoying good relations with organisations in the area, we are also delighted that our residents have a high level of satisfaction with us as their landlord.

One group of residents which we set aside specialist resource for are young people at risk of homelessness. Through our Supported Housing for Young People Project (SHYPP) we provide national award-winning foyerS, support and outreach services for vulnerable youngsters, helping them to avoid debt, danger and sometimes prison.



In 1998 we formed a Group structure with Birmingham-based Harden Housing Association, when we created West Mercia Housing

For more information about Kemble Housing, please contact:

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The Group Management Board



The Board of Management

The overall policy and direction of WM Housing Group is set by the Board of Management, which meets bi-monthly. The Group Board comprises two representatives from each partner Association, plus independent Members. All the Members are volunteers who share a commitment to affordable housing and contribute a wide range of skills and expertise. The Members of the Board are:



Roger Griffiths Chair

Roger is an independent Member and former Executive Director of Whitefriars Housing. He is also the Chair of the Finance and Development Committee.



David Harries Chair of Audit and Risk Management Committee

David is an independent Member. He has been actively involved in Group Boards since 1998. David served as Chair of West Mercia Housing Group from 2002-2006.



Keith Knaggs Vice Chair

Keith is an independent Member and Chair of the Human Resources Committee. Keith is a retired Purchasing Manager.



James Brooks-Ward

James is an independent Member and has been a Member of the Board since 2009. He has 20 years of business experience in the events and exhibition sector.



Pat Kirby MBE JP Chair of West Mercia Homes

Pat is an independent Member. She served as West Mercia Housing Group's Chair from 1998-2002.

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Board of Management (Continued)



Bilal Akhtar

Bilal is an independent Member. He was previously a Committee Member of Whitefriars Housing Group from 2005-2009. Bilal currently works in the Finance Department of a large NHS Foundation Trust.



Joy Squires

Joy is a Worcester City Councillor and was a Member of Nexus Housing between 1995-2008 when she joined the West Mercia Board. She works as a freelance Consultant in housing, community development and children's services.



Graham Myatt **Chair of Nexus Housing**

Graham has been a Nexus Board Member since 2003. He retired as a Principal Scientific Officer and Project Leader with the Ministry of Defence. He is a former Member with portfolio responsibility for housing with Malvern Hills District Council.



Mick Rawson **Chair of Whitefriars Housing**

Mick has been an independent Member of the Whitefriars Board since 2006. He is an interim Management Consultant and the Enterprise Warden for the City of Coventry Freeman's Guild.



Andy Johnson **Chair of Kemble Housing**

Andy is a self-employed Writer, Publisher and Consultant. He has been a Member of Kemble Board since 1995.



Dr Peter Taylor **Chair of Harden Housing**

Peter is a practicing Clinical Psychologist and has been a Board Member for Harden since 1979.

Committee Membership

Three Committees also meet regularly to set policy in specific areas of activity and review performance.

Human Resources Committee

Chair: Keith Knaggs Committee

Members: Pat Kirby, Andy Johnson, Joy Squires, Daphne Jones, Graham Myatt and Peter Lacy

Audit and Risk Management Committee

Chair: David Harries Committee

Members: Keith Knaggs, Roger Griffiths, Graham Myatt, Keith Beck, Dr Peter Taylor, Mick Rawson and Jim Knipe

Finance and Development Committee

Chair: Roger Griffiths Committee

Members: Keith Knaggs, David Harries, Graham Myatt, Keith Beck, Dr Peter Taylor, Mick Rawson and Jim Knipe

Whitefriars Board Members



The Board of Management

The overall policy and direction of Whitefriars Housing is set by its Board, which meets quarterly. The Board consists of eighteen members (or non-executive directors) comprising six each of: residents, local authority Members and independents. The Members of the Board are:



Mick Rawson Chair

Mick has been an independent Member of the Board since 2006. He is an interim Management Consultant and the Enterprise Warden for the City of Coventry Freeman's Guild.



John O'Shea Vice Chair

John has been an independent Member of the Board since 2000. He is the Chairman of Whitefriars' Business Services Limited and the Housing Operations Committee. He is also the former Vice Chairman of the Board. John is a Consultant.



Moira McCall

Moira works for the Council of Disabled People and has been a resident Board Member since 2006.



Ed Ruane

Ed joined the Whitefriars board in the May 2010.

He has been a Councillor for Coventry City Council Henley Ward since 2007.



Joan Allen

Joan has been a resident Board Member since 2003. She is a Services Manager at Stonham Housing Association.



Bill Newey

Bill is retired and has been a resident Board Member since 2004.



Linda Bigham

Linda joined the Whitefriars board in the May 2010.

She has been a Councillor for Coventry City Council Longford Ward since 2004.



Margaret Gale

Margaret has been a resident Member of the Board since 2006. She is a Project Worker at Stonham Housing Association.

(Continued overleaf)



Kevin Maton

Kevin has been a Member of the Board since 2006 as a local authority Member. He is a self-employed Consultant.



David Skinner

David has been a local authority Member since 2006. He is a Coventry City Councillor and the Council's authorised voting representative 2008/09.



Mike Beardmore

Mike is the Chairman of Whitefriars' Human Resources Committee, and has sat on the Board since 2000. He is retired, but was formerly the Human Resources Manager of Rolls Royce.



Bruce Walker

Bruce has been an independent Member of the Board since 2000 and is Chairman of Whitefriars' Property & Investment Committee. He is a Senior Lecturer at the University of Birmingham.

For more details about our Governance arrangements and our Board Members visit our website at www.whitefriarshousing.co.uk

Kemble Board Members



The Board of Management

The Members of the Board are:



Andy Johnson Chair

Andy is a self-employed Writer, Publisher and Consultant. He has been a Member of Kemble Board since 1995.



Ros Williams Vice Chair

Ros is a Kemble resident and participates enthusiastically in customer involvement activities. She has been a Board Member since 2008.



James Knipe

James is a self-employed Accountant and has been a Member of Kemble's Board since 1990.



Jenny Dereham MBE

Jenny has been a Board Member since the 1980's. She is a member of the West Midlands Housing Advisory Committee.



David King

David is a retired Director of Housing for Hereford City Council. He has been a Board Member since 1998.



Rose Stimson

Rose joined the Kemble Board in 2003 and is employed as a Business Analyst.



Cheryl Dawes

Cheryl became a Member of the Board in 2009. She is a former Kemble resident and is an active member of the local Downs Syndrome Group.



Roland Summers Chair of Supported Housing for Young People Project (SHYPP)

Roland has been a Member of the Kemble Board since 1990 and is a retired Teacher.



Richard Grainger

Richard joined the Kemble Board in 2006. He is the Chair and Managing Director of a firm of Auctioneers, Valuers and Estate Agents.

For more details about our
Governance arrangements and our
Board Members visit our website at
www.kemblehousing.co.uk

Harden Board Members



The Board of Management

The Members of the Board are:



Dr Peter Taylor Chair

Peter has been a Harden Member since 1997. He is a Clinical Psychologist and also represents Harden on the WM Housing Group Board.



Helen Southwell Vice Chair

Helen joined Harden's Board in 2006. She is a Healthcare Management Professional and currently a General Manager of a Locality within a large PCT in South Birmingham.



Daphne Jones

Daphne has been a Board Member since 1974, she is the former Chair of Harden. Daphne is a charity fund raiser.



Harry Brunt

Harry is a retired Solicitor and has been a Board Member since 1999.



Paul Raymer

Paul is a retired Public Relations Consultant with particular interest in property development. He has been a Board Member since 1986.



Helen George

Helen joined Harden's Board in 2005. She is employed as Housing Strategy and Interventions Manager at Hertsmere Council.



Cheryl Dockery

Cheryl joined the Harden Board in 2009 and is employed by Castle Vale Community Housing Association as an Income and Enforcement Manager.



Dawn Sullivan

Dawn is a former Harden Leaseholder. She joined Harden's Board in 2008. She has studied Social Policy/Housing at Birmingham University, and currently works as a Customers Services Manager for a large maintenance company in Solihull.

For more details about our Governance arrangements and our Board Members visit our website at www.hardenhousing.co.uk

Nexus Board Members



The Board of Management

The Members of the Board are:



Graham Myatt Chair

Graham has been a Nexus Board Member since 2003. He retired as a Principal Scientific Officer and Project Leader with the Ministry of Defence. He is a former Member with portfolio responsibility for housing with Malvern Hills District Council.



Jenny Lawrence

Jenny joined the Board in 2009. She is a former Police Officer and Community Safety and Community Safety Manager with Malvern Hills District Council.



Keith Beck Vice Chair

Keith has been a Member since 2001. He is a Member of the City of Worcester Disabled Persons Club and Blackpole Residents Association. Keith is a Nexus resident. He is also a Governor for Fairfield Community Primary school.



Iain Harkess

Ian has been a Board Member since 2001. He is employed as Head of Operations with Worcester Community Housing.



David Hawkins

David has been a Board Member since 2001 and is a retired Local Government Officer and former Member of Malvern Hills District Council.



Rukhsana Koser

Rukhsana has been a Board Member since 2004. Previously a Solicitor, Rukhsana is employed as Corporate Diversity Manager for Worcestershire County Council.



Councillor Roger Berry

Roger has served on Group Boards since 1987. He is a retired Team Manager for the Worcestershire Social Services and Worcester City Councillor.



Rob Seed

Rob is a Nexus Leaseholder and became a Board Member in 2009. He has professional knowledge in architectural design, furniture design and engineering.



Margaret Wills

Margaret joined the Board in 2001 and is a former Worcestershire County Councillor and Case Worker.

For more details about our Governance arrangements and our Board Members visit our website at www.nexushousing.co.uk

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Need help in your own language?

Arabic

"هل تحتاج إلى مساعدة بلغتك"

French

« Vous avez besoin d'aide dans votre propre langue »

Kurdish

ئايا پيوستت به يارمه تي به زمانى خۆت ههيه.

Portuguese

Precisa de assistência na sua própria língua?

Bengali

আপনার নিজের ভাষায় সহায়তা প্রয়োজন।

Russian

Требуется ли Вам помощь на Вашем языке?

Czech

Potřebujete pomoc ve svém jazyce?

Turkish

Kendi dilinizde yardıma mı ihtiyacınız var?

Farsi

آيا به زبان خودتان به کمک نیاز دارید؟

Polish

Wymagają Państwo pomocy w swoim języku?

Urdu

اپنی زبان میں مدد کی ضرورت ہے۔

Somali

“Ma’u baahantahay in lagugu caawiyo luuqadaadda”

Cantonese

需要母語幫助

Lithuanian

Reikia pagalbos gimtąja kalba?

Spanish

¿Necesita ayuda en su propio idioma?

Albanian

Keni nevojë për ndihmë në gjuhën tuaj

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