



forth

housing association ltd.

# Forth Housing Association Head of Housing Services Job Pack



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## Welcome from the Director



Dear Candidate,

I am so pleased you have taken the time to review this recruitment pack, and you are considering this fantastic opportunity to join us at Forth Housing Association to be part of our growing Leadership Team.

Our **Head of Housing Services and Head of Assets and Development** are newly created positions together with a new Senior Housing Officer post following the recent review of our staff structure. These are key leadership roles driving strategic direction and operational delivery of high quality housing management services and safe, sustainable, and high-quality homes.

As Head of Housing Services, you will be responsible for ensuring the strategic direction and operational delivery of high quality housing management and income maximisations services, ensuring value for money, exceptional quality and high levels of tenant satisfaction. Leading and developing the tenant engagement strategy including innovative use of technology is pivotal to the role ensuring that our tenants have an effective voice in the services we deliver. With a focus on innovation and tenant insight data-driven decision-making, this role offers the chance to shape our future and make a real difference for our tenants and communities.

We are keen to continue our strategic role in delivering quality affordable homes in our communities therefore you will have the opportunity to support our development activities carried out in partnership with our key stakeholders through our development framework.

I joined Forth HA as Interim Director in September 2022 and was appointed as permanent Director in January 2024, and I can honestly say you will feel so welcomed by the dedicated team at Forth should you come and work with us. We are an organisation that is people centred with a supportive, wellbeing culture where we want to do the best we can for all our people, by which we mean our tenants and customer as well as our colleagues and our governing body.

We want to achieve the right balance of investing in new and existing homes and services whilst offering our tenants excellent value for money. You can help us to do this by joining our team and helping shape the future standards, work together to deliver housing management service that not only ensures excellent levels of tenancy sustainment in the long terms but one that delivers support and services that tenants want and that we are all proud of.

We recognise the continued pressures our tenants face. As we continue to grow, we are setting ourselves the challenge of keeping our costs down, increasing how efficient we are and driving up productivity across our service areas. If this sounds

like something you want to be involved in then please share your application with us.

This is a great time to join us with the upcoming appointment of our new Head of Assets and Development and Senior Housing Officer and the start of our journey delivering a new business strategy beyond 2025 you can contribute towards shaping and leading a brilliant experience for our customers and your colleagues across your Directorate and the wider team at Forth.

Forth wants every member of its team to realise their potential, so we can meet future challenges, spot new opportunities and deliver something exceptional for our people. We encourage and support professional development across Forth and have a really positive attitude to growing our people.

We seek colleagues who share our culture that has the welfare and wellbeing of people at its heart and work with integrity in an inclusive, honest, and open way with an emphasis on an enabling atmosphere and would really welcome your application.

Good luck,

*Sharon*

Sharon Brady-Wardrope

Director

## JOB DETAILS

### **Forth Housing Association**

#### **Head of Housing Services**

**35 Hours per week**

**EVH Grade 9 SM6 - SM9**

**£59,229 - £64,075**



Forth Housing Association is a Stirling based Registered Social Landlord and charity providing quality homes and services to our tenants. We have a strong approach to governance and service delivery and have some of the best performance in our peer group and are financially sound. We are an organisation who always put people first, whether that is our tenants or our staff. It truly is an exciting time to become part of an organisation that is continuing to grow and develop and deliver our vision of providing homes, not houses.

We are currently looking to grow and strengthen our team and are now looking to recruit a new post of Head of Housing Services.

As Head of Housing Services, you will be responsible for ensuring the strategic direction and operational delivery of high quality housing management and income maximisations services, ensuring value for money, exceptional quality and high levels of tenant satisfaction. Leading and developing the tenant engagement strategy including innovative use of technology is pivotal to the role, ensuring that our tenants have an effective voice in the services we deliver.

Collaboration with stakeholders is essential to develop joint strategies to provide quality, sustainable homes and services in the communities in which we work. With a focus on innovation and tenant insight data-driven decision-making, this role offers the chance to shape our future and make a real difference for our tenants and communities.

We are keen to continue our strategic role in delivering quality affordable homes in our communities therefore you will have the opportunity to support our development activities carried out in partnership with our key stakeholders through our development framework.

This role as part of the senior management will see you work closely with the Director, Head of Corporate Services, soon to be appointed posts of Head of Asset and Development and Senior Housing Officer. You will provide leadership to the housing

management team and work collaboratively with the wider teams in Forth to deliver our strategic objectives.

The successful candidate will be educated to degree level or able to demonstrate an equivalent level of educational or professional attainment. The candidate will ensure the key running of the housing management, income maximisation and tenancy sustainment functions, delivering on Key Performance Indicators, vital consultation on policies and strategies particularly around our ambitions for delivering a fair, clear and equitable rent structure for our tenants.

The successful candidate will be responsible for the day-to-day running of the team and be instrumental in ensuring robust reporting and performance is maintained and developed for all our key performance indicators and our compliance with the Scottish Housing Regulator's Annual Return on the Charter.

We offer full EVH terms and conditions of employment to the successful candidate alongside 40 days annual leave including 15 public holidays. We also offer a flexible hybrid working approach.

Applicants will be subject to a Basic Disclosure Scotland check, the cost of this will be met by Forth Housing Association Ltd.

It truly is an exciting time to become part of an organisation that is continuing to grow and develop and deliver our vision of providing homes not houses, supporting tenants to sustain their tenancies and enabling them to live well in their communities.

## HOW TO APPLY

If you wish to apply please spend some time completing the application form. You can simply type your answers onto the form and where necessary you can expand the answer space if required. If you wish to hand write the form you can print a copy and use a **black pen** to complete the questions. Alternatively please supply a current CV which addresses all the questions in the application form and provides evidence that you meet the criteria outlined in the Person Specification.

Please remember that the shortlisting panel will use the answers you provide along with the person specification to decide whether to interview you. Please answer questions as fully and accurately as you can. Please do not leave any blanks and also remember to check your application for spelling & grammar, as excessive mistakes may mean your application is not considered.

A recruitment pack for these posts can be downloaded from our website

<https://www.forthha.org.uk/>

Alternatively one can be requested by phoning 01786 446066 or email

[corporateservices@forthha.org.uk](mailto:corporateservices@forthha.org.uk)

If you wish to have an informal, confidential chat regarding any of the above vacancies please contact Sharon Brady-Wardrope, Director on 01786 446066 or email [sharon.bradywardrope@forthha.org.uk](mailto:sharon.bradywardrope@forthha.org.uk)

Forth Housing Association is an Equal Opportunities employer and welcomes applicants from all sections of the community. We will interview all applicants with a disability who meet the essential criteria for the job.



Please submit your form by **noon on Monday 17<sup>th</sup> February 2025** otherwise it could be discounted. Forms should be returned to the office in a sealed envelope marked 'Private & Confidential FAO Sharon Brady-Wardrobe' or by email to [sharon.bradywardrobe@forthha.org.uk](mailto:sharon.bradywardrobe@forthha.org.uk)

The email subject header should be marked '**Head of Housing Services**'

**Short listing** will be carried out **Monday 17<sup>th</sup> February 2025**.

The **interview panel** will be made up of **Sharon Brady-Wardrobe Director and two representatives from our Management Committee (to be confirmed)**.

**Interviews** will take place **Wednesday 26<sup>th</sup> February 2025** and you will be provided with a topic beforehand to facilitate a 10 minute discussion, you do not need to prepare a formal presentation however if you wish to use any preprepared materials you will be asked to provide these in advance to allow them to be ready for your interview.

We may ask you to a second interview for further discussion if the interview process indicates more than one leading candidate.

All candidates who apply will be formally advised of the outcome of their application.

## **RIGHT TO WORK IN THE UK**

From 1 July 2021, new rules for right to work checks will apply. EU, EEA, or Swiss citizens will need to provide evidence of lawful immigration status in the UK.



You will only be required to provide proof of eligibility to work in the UK if you are shortlisted for the post and invited for an interview.

You will be asked to provide original documentary evidence of any qualifications that you possess relevant to the post.

In accordance with the Data Protection Act 2018, the information that you provide us with for the purposes of recruitment and selection shall be stored confidentially and disposed of confidentially after 12 months have elapsed.

## **GENERAL ENQUIRIES**

If you have any queries about the job please contact Sharon Brady-Wardrope, Director, Telephone: 01786 446066 or email [sharon.bradywardrope@forthha.org.uk](mailto:sharon.bradywardrope@forthha.org.uk)

Finally, good luck with your application and thank you for your interest in Forth Housing Association.

## **COMPANY INFORMATION**

Forth Housing Association is a not-for-profit housing provider, a "Registered Social Landlord" with the Scottish Housing Regulator (Registration No. 110) and a Registered Scottish Charity (No. SC003550).

Our origins date back to 1987, when a steering group called Stirling Single Housing Group, was established with the aim of increasing the provision of housing for single people in the Stirling area.

Since formal registration in 1988 we have continued to take on new challenges and the Association has a stock of general needs housing, suitable for a wide range of

households, across Stirling City and various communities in the east of the Stirling Council area.

In 2010 the Association established StrathFor Housing Alliance, along with Rural Stirling and Ochil View Housing Associations. This informal Alliance seeks to secure benefits for the member Associations through collaboration and joint working.

We own 958 self-contained properties, and 2 houses of multiple occupation (HMO) which have a total of 8 individual bedspaces, we also own 4 commercial buildings and 1 property used as an office as part of our leased properties. Of the 958 properties 9 properties were acquired through the Mortgage to Rent (MTR) scheme. In addition, we factor 58 privately owned properties and manage 9 shared ownership properties. We are a developing organisation and recently took possession of 48 new homes in Cambusbarron in Stirling with a further 21 due in April 2025

The properties that we are responsible for are situated around the Stirling District Council area.

## VISION, MISSION & VALUES

Our vision is to build homes, not houses, supporting and signposting tenants to sustain their tenancies and enabling them to live well in their communities' homes. This involves having a robust governance structure that ensures we adhere to the basics of excellence in accountability and performance management and that facilitates and stretches us towards innovation. Our core values are the tools that guide our decisions and actions, and we prioritise our resources in ways that inspire tenants and staff to have ambition for themselves and their futures.

We see our primary mission to provide people with a well-maintained and affordable property they are proud to call home.

Our emphasis will be on sustainability with a goal of building integrated communities. Services will be easy to use, and we will listen, engage and respond to tenants and partners to make a positive difference to the long-term wellbeing of tenants.

At Forth our values have a tenant first focus with every business decision taken with integrity and fairness ensuring we are looking after tenants' interests in a caring and collaborative way.

We passionately believe in innovation while seeing efficiency, reliability, trustworthiness, and excellence as the norm.

Staff and Committee work as a team in an approachable, open, transparent, and honest way to empower tenants and enable them to be as resilient as they can be in their day to day lives.

Our values of **dignity, respect** and **openness** apply to tenants, staff, management committee and all our partners and we pride ourselves on valuing the diversity all around us. We work hard at communicating in an approachable, friendly, and supportive way to gain the trust of our communities and make ourselves attractive as a current and future landlord and employer.

## **FORTH HOUSING ASSOCIATION LIMITED**

### **JOB DESCRIPTION**

**JOB TITLE:** Head of Housing Services

**RESPONSIBLE TO:** Director

**RESPONSIBLE FOR:** Housing Management, Income Maximisation and Tenancy Sustainment Services

**GRADE:** EVH Grade 9 Point SM6 – SM9 £59,229 - £64,075

**DATE:** January 2025




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### **MAIN OBJECTIVES OF THE POST**

The postholder is responsible for working with the Director to ensure the strategic and operational delivery of high quality housing management services at Forth HA. This is alongside with working collaboratively with our Head of Assets and Development supporting our development activities through the framework consultants to deliver on our strategic development objectives.

Leading and delivering the tenant participation strategy is key to ensure Forth HA is delivering excellent services to customers.

The key elements of the post are:

-  To create a culture reflecting the association's mission statement and strategic objectives. There is an ongoing positive cultural shift in the organisation and the postholder will be responsible for maintaining this change and supporting the staff team to embrace this.
-  Leadership and operational delivery of high quality housing management services in line with our policies and our business plan.
-  Working in partnership with the Head of Assets and Development on the delivery of new development projects to support our strategic development objectives.

-  Leading and working in collaboration with the Head of Corporate Services on the delivery of the tenant participation strategy and engagement to enable excellent customer service.
-  Leading the housing management team to deliver excellent customer service which is influenced by tenants via consultation.
-  Participation as a member of the Management Team reporting to the Management Committee and relevant sub committees on our housing, income maximisation and tenancy sustainment services.
-  In collaboration with the Head of Corporate Services, implement the findings of our tenant profile and insight objectives to inform service improvements.

The postholder will deputise for the Director when required ensuring effective governance systems are being adhered to and support the Management Committee to deliver on their legal obligations following appropriate consultation with them where necessary.

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

### **1.0 LEADERSHIP, MANAGEMENT & DIRECTION**

- 1.1 Effectively lead and deliver on all aspects of Forth HA's housing management service while ensuring that all housing management activities comply with legislation and regulatory requirements and the Scottish Social Housing Charter.
- 1.2 Work collaboratively with the wider teams to support the delivery of Forth's development service ensuring that our strategic development objectives are achieved.
- 1.3 Provide line management to the housing management team ensuring they are supported in their roles and able to fulfil their duties.
- 1.4 To input into Forth's risk management strategy in relation to housing management activities and related financial, regulatory and reputational risk.
- 1.5 Ensure compliance with new legislation and implement any changes to policies and procedures, as necessary.
- 1.6 Implement the agreed performance framework to monitor the delivery of the targets set by the Management Committee in the business plan.
- 1.7 Responsibility for all aspects of the money advice service in accordance with agreed policy and procedure and attaining relevant certification and accreditation to deliver the service.

- 1.8 Ensure the principles of equality, diversity and inclusion are embedded in the association's culture. Ensuring the collection, monitoring and analysis of equality data in line with the equalities action plan.

## **2.0 TENANT ENGAGEMENT**

- 2.1 Leading and developing with the Head of Corporate Services on the delivery of the tenant engagement strategy including innovative use of technology to gain feedback from tenants and ensure our tenants have an effective voice in the services we deliver.
- 2.2 Work with the Head of Corporate Services to use the results to inform the strategic direction and operational goals of Forth HA.
- 2.3 To work with the Head of Corporate Services to ensure effective tenant engagement policies and procedures are implemented.
- 2.4 To ensure that the housing management teams are effectively engage with tenants and communities in line with the agreed Tenant Engagement strategy.

## **3.0 COMMUNITY & EXTERNAL RELATIONS**

- 3.1 Work with Stirling Council to implement joint strategies to provide social housing within our communities such as nomination agreements, leases and management agreements.
- 3.2 Work with community organisations and initiatives to provide services to our tenants.
- 3.3 Lead on identifying and securing funding and partnerships to impact the range of services we provide to tenants.
- 3.4 Work with regulators, internal and external auditors to ensure compliance and continuous improvement.
- 3.5 Attend public or community meetings with Committees, tenants' groups and others, which may be held out with office hours.

## **4.0 GOVERNANCE AND COMPLIANCE**

- 4.1 Prepare and deliver regular reports as required by the Director and Management Committee and sub committees.

- 4.2 Work with the Head of Assets and Development to ensure compliance with all tenant and resident health and safety legislation.
- 4.3 Attending relevant meetings of the Management Committee and sub committees to facilitate the meetings, present reports, input in discussions and answer any questions.
- 4.4 Effectively assess, manage and report on operational risks to support informed decisions being made in regard to Forth's risk management strategy.
- 4.5 Monitor spend against budget for all housing management related expenditure and ensure accurate reports to the Management Committee.
- 4.6 Work with the housing management teams to set the annual and mid-year budgets and monitor this on a monthly and quarterly basis.
- 4.7 Ensure that all Statutory, Scottish Housing Regulator, Local Authority and other relevant regulations are observed in carrying out our housing management, income maximisation and tenancy sustainment services and all other activities of the association's services.
- 4.8 Ensure that all data required for the ARC is gathered timeously and that relevant staff fully understand the requirements placed on the association to ensure accuracy of data.
- 4.9 Ensure accuracy of ARC reporting and audit actions are reviewed and implemented timeously and the findings are presented to the Management Committee.
- 4.10 Ensure the suitability of the ICT systems regarding the housing management functions meet business needs, and participate in the review, implementation and integration of new technology.

## **5.0 GENERAL**

- 5.1 To carry out any other duties which may be required from time to time to ensure the proper functioning of Forth HA.
- 5.2 To identify and attend training and good practice forums to ensure skills are up to date.
- 5.3 To carry out the requirements of the job in accordance with the agreed policies and procedures of Forth HA including the code of conduct and staff charter.
- 5.4 To ensure absolute confidentiality at all times in respect of tenants, former tenants and applicants
- 5.5 To take responsibility for keeping oneself fully apprised of changes in Association policy, current legislation, relevant guidance and models of good practice.



## **PERSON SPECIFICATION**

### **Head of Housing Services Person Specification**

| <b>Requirement</b>  | <b>Essential</b> | <b>Desirable</b> |
|---|------------------|------------------|
| <b>1. Education and professional qualifications</b>   |                  |                  |
| Educated to degree level in a relevant discipline or able to demonstrate an equivalent level of educational or professional attainment  | X                |                  |
| Relevant Professional qualification (e.g. CIH)  |                  | X                |
| Evidence of continued professional development  | X                |                  |
| <b>2. Experience</b>  |                  |                  |
| Significant experience of leading housing management services including knowledge of relevant regulations, legislation and current practice   | X                |                  |
| Experience in operational and financial management and delivery of a variety services and projects at a senior level and the ability to set budgets and make effective financial decisions. | X                |                  |
| Extensive experience in managing all aspects of tenant and property health and safety compliance  | X                |                  |
| Experience of developing and delivering housing management strategies and policies to meet the organisational objectives  | X                |                  |
| Demonstrable evidence of leading, motivating and developing teams to deliver customer focused excellence  | X                |                  |
| Experience of working with senior management teams, boards and committees and engaging tenants in investment decisions to meet their needs  | X                |                  |

|  |   |   |
|--|---|---|
| Experience of identifying, developing and managing productive stakeholder and partnership relationships to meet organisational goals                           |   | X |
| Experience of initiating and overseeing change within a services environment   | X |   |
| <b>3. Knowledge</b>  |   |   |
| Knowledge and understanding of the key housing management activities in line with legislation, regulatory requirements and the Scottish Social Housing Charter | X |   |
| Understanding of the importance of money advice and the role of the service in a housing environment   | X |   |
| Knowledge of tenancy participation strategies and engagement in line with Forth HA's overall objectives  | X |   |
| A working and up to date knowledge of Health and Safety legislation regulation and good practice for all areas of tenant safety                                |   | X |
| An understanding of the context, drivers and risk with which Housing Associations and charities operate including governance, policy and regulation            |   | X |
| A working knowledge of the external funding environment for tenancy sustainment services   |   | X |
| <b>4. Skills and abilities</b>   |   |   |
| Inspiring leader with ability to motivate individuals, teams and stakeholders towards excellence and continuous improvement                                    | X |   |
| Ability to work constructively within the Director, the senior management team and the wider organisation to deliver organisational objectives                 | X |   |
| Robust financial awareness, costs management and numeracy skills   | X |   |

|   |   |  |
|---|---|--|
| Excellent ICT skills and ability to ensure effective use of ICT in service delivery, performance and reporting to a high degree of accuracy and detail  | X |  |
| Ability to plan, organise and prioritise workloads effectively and meet tight targets and deadlines   | X |  |
| An effective communicator with good report writing and presentation skills and the ability to communicate complex information clearly, to various audiences including the management committee  | X |  |
| Strong negotiation and influencing skills while having the ability to use initiative and make clear decisions   | X |  |
| Consistently demonstrate commitment to ethics, organisational values and codes of conduct and confidentiality   | X |  |
| <b>5. Other requirements</b>  |   |  |
| An understanding of the principles of excellent customer service and the ability to put the customer first in making investment decisions. Commitment to the ethos of housing associations, include equality, diversity and inclusion | X |  |
| Committed, flexible and adaptable approach to work requirements and prepared to attend meetings and training out with office hours  | X |  |
| Possession of a full current driving licence and access to a car for business use.  | X |  |

# STAFF AND MANAGEMENT COMMITTEE

## STAFF TEAM



### **Sharon Brady-Wardrope - Director (Senior Management Team)**

Responsible for overall supervision of strategy and operations, servicing Management Committee and the management of the Corporate Services functions.

### **New Post Head of Housing Services (Senior Management Team)**

Responsible for the overall management of rental income, ensuring tenancies are managed legally and residents are provided with optimum customer service standards.



### **Samantha Buggy - Head of Corporate Services (Senior Management Team)**

Responsible for overall Corporate Services Team, Finance, co-ordination of projects, communications, tenant engagement and performance.

### **New Post Head of Assets and Development**

Responsible for the overall management and delivery of the asset management strategy and operational activities and the coordination of the development services framework.



### **Paul Fraser - Senior Property Officer (Senior Management Team)**

Responsible for operational implementation of asset management activities and the day to day delivery of reactive, cyclical and planned maintenance services.

### **New Post – Senior Housing Officer**

Responsible for the operational management of the housing services team, ensuring the day-to-day running of the team and ensuring robust reporting and performance management is in place.



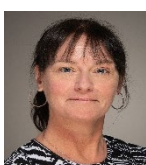
### **Elaine Shepherd - Housing Officer**

Responsible for all generic housing management duties relating to a designated patch of our housing stock.



### **Kelly Cadden - Housing Officer**

Responsible for all generic housing management duties relating to a designated patch of our housing stock.



### **Tracy Doran - Income Maximisation Officer**

Responsible for the provision of advice regarding welfare benefits, income maximisation, budgeting, and debt management.



**Kieron O'Hara - Income Maximisation Assistant**

Responsible for supporting the provision of advice regarding welfare benefits, income maximisation, budgeting, and debt management.



**Ann Gordon - Assistant Housing Officer**

Responsible for supporting the Housing Services Officers to carry out their duties.



**Kevin Milne - Assistant Housing Officer**

Responsible for supporting the Housing Services Officers to carry out their duties.



**Stephen Dougherty - Property Officer**

Responsible for the operational implementation of reactive maintenance services and health and safety co-ordination.



**Calum Carberry - Property Officer**

Responsible for the operational implementation of reactive maintenance services and health and safety co-ordination.



**Shona MacLeod - Finance Officer**

Responsible for co-ordination of finance functions, including main link with external finance agents.



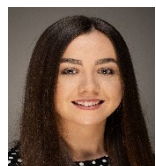
**Carol Niven – Assistant Finance Officer**

Responsible for co-ordination of finance functions, including main link with all internal business teams.



**Callum MacDougall - Corporate Services Officer**

Responsible for helping with administration and reception functions & ensuring that all aspects of our administration and governance are delivered in accordance within the rules of the Association.



**Becky Ramage –Corporate Services Officer – Repairs and Compliance**

Responsible for all aspects of our administration in repairs functions and compliance are delivered to a high standard.



**Zofia Chamczyk – Assistant Corporate Services Officer**

Responsible for helping with reception services and general administrative activities supporting across all our service areas.

**Kiera McArthur – Business & Administration Apprentice**

Responsible for all main reception services and general administration tasks.

## MANAGEMENT COMMITTEE



**Andrea Finkel-Gates (Chair)** - Andrea is Chief Executive of Scotland's Housing Network and has over a decade of senior leadership experience. Andrea believes in collaboration and that by working together, with a shared purpose, great things can happen. Andrea is also the Convenor of our Staffing Sub Committee.



**Ann Dickson (Vice Chair)** - Ann was active in local politics for many years, during which she held several senior positions. The provision of quality housing and services to tenants has always been a priority for Ann and remains so today.



**Kenny Hutton (Vice Chair)** - Kenny has experience in housing, social services and early years education. He has worked at senior level in many areas. He has a keen interest in the valuable role that community based, voluntary agencies play in public life. Kenny is also the Convenor of our Development Sub Committee.



**Priscilla Maramba** - Priscilla has a lengthy involvement with charities and co-founded a local community charity over 10 years ago which she chaired for over 5 years. In addition, she has sat on various Boards and she currently runs her own business.



**John Jenkins** - John is former Chartered Surveyor with post graduate Diploma in Housing Studies. John has worked with private housebuilders, local authorities and Scottish Government before retiring following 10 years with the Scottish Housing Regulator.



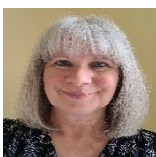
**Abira Sarwar** – Abira is currently Finance Manager in a Glasgow based housing association. She is an ACCA affiliate with extensive experience in Finance. Abira shows interest on how Forth HA show best practises they have in place and their regeneration programme in the Stirling area and is the convener of our Audit and Risk Sub Committee.



**Callum Wynd** - Callum works for a local authority. He has housing sector experience, both in his current role and as a Graduate in Housing Strategy and Development. Callum has a great knowledge on a variety of aspects of the social housing sector, including housing management, housing strategy & development and housing legislation.



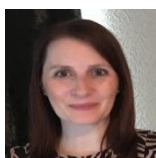
**Andrea Mina** - Andrea brings a wealth of experience, through a career specialising in housing management and commercial services, at both local authority and housing association settings. Andrea leads all factoring services within Link Group's subsidiary Curb and is committed to delivering positive change in local communities.



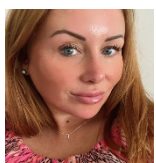
**Elaine Rosie** - Elaine has a magnitude of experience in housing and across many sectors and has worked for various Housing Associations also including the Scottish Housing Regulator. She believes strongly in the provision of excellent quality affordable housing and she is keen to contribute to the management committee of Forth HA.



**Hazel Robertson** - Hazel has extensive experience in managing the design and construction of homes for Housing Associations in Scotland and England before retiring in 2022. Having previously served on the Committee of a small Housing Association, Hazel is keen in actively contributing to the continued growth of Forth HA.



**Kerray Dawson** - Kerray works for Stirling Council's Housing Management team within Property and Assets. She has a wealth of experience and knowledge in Housing Property Maintenance along with Business Management & Performance and has a keen interest in performance management and housing provision for communities.

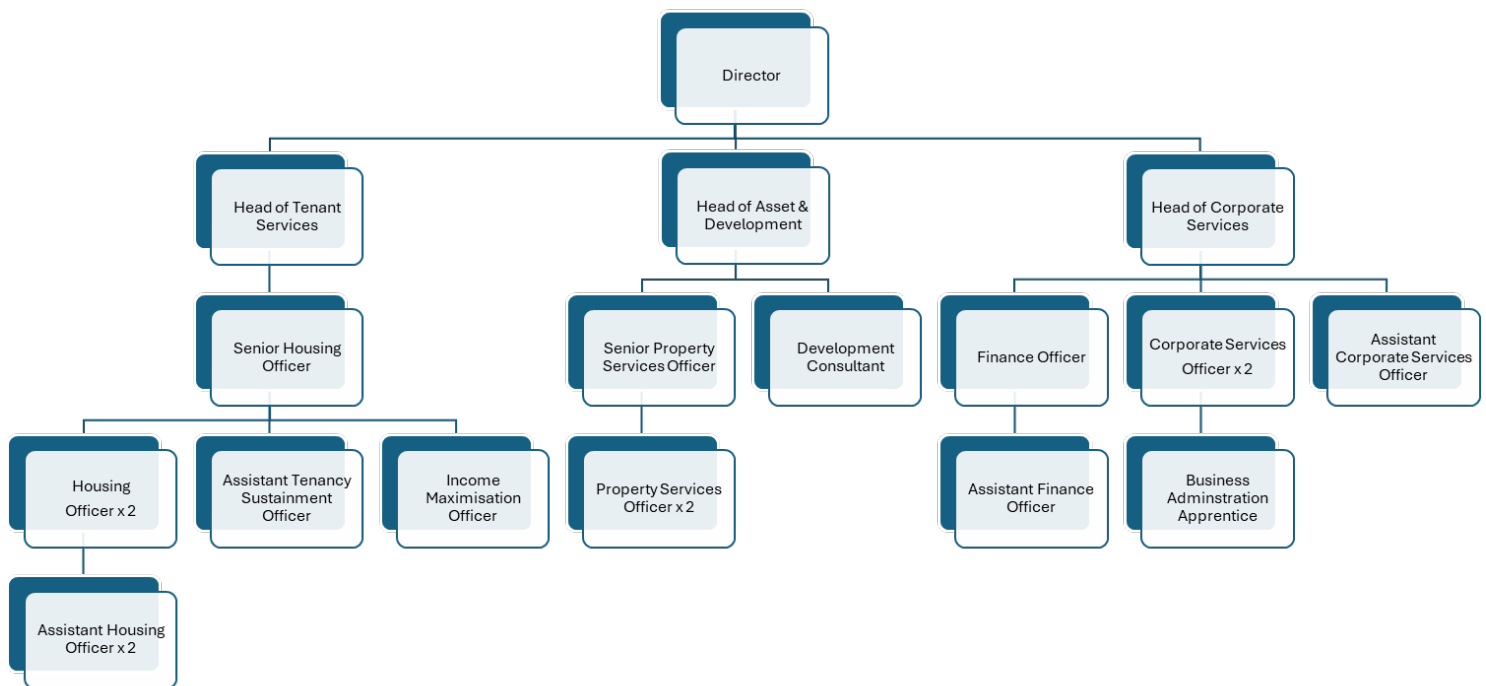


**Jillian Fearnside** - Jillian has worked in housing management roles in community-based housing associations since 2011. She is currently a Senior Housing Officer in a Glasgow based association. Jillian is particularly interested in the role that landlords play in the community and communities having a say on how things are done.

**Councillor David Wilson** - Councillor Wilson attends meetings as an observer and is the link between Stirling Council and Forth.



# Forth Housing Association Staff Structure January 2025



## CONTRACTORS AND CONSULTANTS

|                          |                                    |
|--------------------------|------------------------------------|
| Adam Domestic            | Graham Robertson Electrical        |
| Aquaklenz                | ID Verde                           |
| Alex M Adamson           | Information Law Solutions          |
| All Cleaned Up           | John Swain                         |
| Ally Baird               | Macdonald & Cameron                |
| Alex Brewster Electrical | MP Group                           |
| BJ Joiners               | Quinn Internal Audit               |
| Brightridge              | Research Resource                  |
| Brownriggs               | Robert Taylor                      |
| C.A. Decorating Services | Robertson Group                    |
| Cruden Homes (East) Ltd  | Saltire                            |
| DA Gilmour (Ltd)         | SG Pro                             |
| D&S Slater               | Stirling Community Enterprise      |
| Dumbreck Decorators      | Stirling Electrical Services       |
| First Call Trades        | Stuart MacLaren Plumbing & Heating |
| Forth Plumbing & Heating | TC Young Solicitors                |
| FMD Financial Services   | The Printbrokers                   |
| Full Circle Solving      |                                    |
|                          |                                    |



Forth Housing Association

Kildean Business & Enterprise Hub

146 Drip Road

Stirling

FK8 1RW

Telephone: 01786 446066

Web: [www.forthha.org.uk](http://www.forthha.org.uk)

Registered with the Scottish Regulator No. HAL 110

Forth Housing Association Ltd is a registered Scottish Charity No. SC003550

