



forth

housing association ltd.

Forth Housing Association

Housing Officer

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 team.

Our **Housing Officer** post together with three new posts, Head of Housing Services, Head of Assets and Development and a Senior Housing Officer which were created following the recent review of our staff

structure are key roles driving strategic direction and operational delivery of high quality housing management services and safe, sustainable, and high-quality homes.

As Housing Officer, you will be responsible for effective operational delivery of high quality housing management services, ensuring value for money, exceptional quality and high levels of tenant satisfaction. This includes the management of rent collection and income maximisation, allocations, voids, estate management and the management of anti-social behaviour within Forth Housing Association properties.

You will also be working with both the soon to be appointed, Senior Housing Officer and Head of Housing Services to implement the tenant engagement strategy to ensure 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 work together 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 collaboration with our asset team and development consultants.

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 term 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 Senior Housing Officer, Head of Housing Services and Head of Assets and Development and the start of our journey delivering a new business strategy beyond 2025 you can contribute towards shaping a brilliant experience for our customers.

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



Housing Officer

35 Hours per week

EVH Grade 7 Points 22-25

£39,072 - £ 42,903

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 Housing Officer.

As Housing Officer, you will be responsible for effective operational delivery of high quality housing management services, ensuring value for money, exceptional quality and high levels of tenant satisfaction. This includes the management of rent collection and income maximisation, allocations, voids, estate management and the management of anti-social behaviour within Forth Housing Association properties.

Collaboration with stakeholders is essential to deliver joint strategies and solutions 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 work together 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 will see you take responsibility for an area based 'patch' of our properties and will be responsible for the delivery of a great neighbourhood housing management services which puts tenants at the heart of what we do. Operating within a strong performance culture you will be proactive in engaging with our tenants to provide support, advice, and assistance to ensure that tenancies are sustained and tenants

live well within our communities. You will provide day to day line management support to the assistant housing officers supporting them to deliver a first-class service to tenants ensuring a cohesive approach to our housing management services.

The candidate will ensure the key delivery of the day to day housing management, service delivering on Key Performance Indicators, supporting the 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 have a good level of education or able to demonstrate an equivalent level of educational or professional attainment.

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

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

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

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 17th February 2025** otherwise it could be discounted. Forms should be returned to the office in a sealed envelope marked 'Private & Confidential FAO Sharon Brady-Wardrope' or by email to sharon.bradywardrope@forthha.org.uk

The email subject header should be marked '**Housing Officer**'

Short listing will be carried out **Tuesday 18th February 2025**.

The **interview panel** will be made up of **Sharon Brady-Wardrope, Director and Garry Savage, Temporary Housing Manager** and will take place **Monday 3rd March 2025**.

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

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: Housing Officer

RESPONSIBLE TO: Senior Housing Officer

RESPONSIBLE FOR: Assistant Housing Officer





GRADE: EVH Grade 7 Points 22-25 £39,072 - £ 42,903

DATE: January 2025

MAIN OBJECTIVES OF THE POST

The Housing Officer is responsible for the effective delivery of Housing Management functions in line with the culture, vision and values of Forth. This includes the management of rent collection and income maximisation, allocations, voids, estate management and the management of anti-social behaviour within Forth Housing Association properties.

The key elements of the post are:

-  The provision of day-to-day front line Housing Management services to tenants and other customers.
-  To provide and operate administrative services to ensure the maintenance of appropriate records.
-  To participate as a member of the Housing Management Team to maintain and develop the Housing Management functions.
-  To ensure that we offer support and signposting to tenants to sustain their tenancies and enabling them to live well in their communities

SPECIFIC DUTIES AND RESPONSIBILITIES

1.0 LEADERSHIP, MANAGEMENT & DIRECTION

- 1.1 To assist the Senior Housing Officer and the Head of Housing Services in the administration and execution of all aspects of our Housing Management Service.
- 1.2 To provide support and line management to the Assistant Housing Officers on a day to day basis reviewing all housing management functions undertaken by the Assistant Housing Officer.

2 TENANT ENGAGEMENT

- 2.1 To provide a first-class service to our customers in relation to all aspects covered by our Housing Management Service, ensuring the delivery of effective advice services in line with the appropriate legislation and good practice.
- 2.2 With the support of Assistant Housing Officers, to interview applicants at home or in the office, make offers of housing to applicants, accompany prospective tenants to view properties, sign up new tenants and carry out new tenant visits.
- 2.3 With the support of Assistant Housing Officers, to deal with transfer and mutual exchange requests and applications.
- 2.4 With the support of Assistant Housing Officers, to deal with waiting list/transfer list enquiries, assist applicants to complete forms and interview applicants.
- 2.5 To promote and implement the Association's Tenant Engagement Policy and contribute to the production of communication material to tenants and other stakeholders including newsletters, annual reports and the website.
- 2.6 To lead and develop customer engagement strategies and customer involvement, including supporting Registered Tenant Organisations, tenant scrutiny projects and attend and run tenants' meetings and events.
- 2.7 To deal with factoring enquiries including complaints and signpost owners to the First-tier Tribunal for Scotland (Housing and Property Chamber) when required.
- 2.8 To provide information and advice to tenants in relation to requests for adaptations taking into account housing options and where required, liaise with colleagues to make sure that adaptations are delivered without delay and act as a point of contact for adaptation requests.
- 2.9 To investigate and respond to Stage 1 complaints and to provide support to the senior management team members in the investigation for Stage 2 complaints in accordance with Forth's Complaint Policy.
- 2.10 To review and monitor arrears in accordance with Forth's Rent Arrears Policy and to contact and interview tenants with regard to rent arrears. This includes monitoring of arrears cases actioned by the Assistant Housing Officers and managing higher arrears cases independently.

- 2.11 Compile and sign off Notice Of Proceedings, pursue all legal action and attend court when required.
- 2.12 To deal with rent enquiries, Housing Benefit and Universal Credit enquiries, and make suitable payment arrangements with tenants in arrears, supported by the Income Maximisation Officer.
- 2.13 To pursue former tenant arrears and compile those for write off on an annual basis.
- 2.14 To ensure that credits on accounts are repaid and good management of accounts in credit is undertaken on a continual basis.
- 2.15 To ensure by investigation, negotiation and/or enforcement that tenants comply with their tenancy conditions.
- 2.16 To deal with complaints and enquiries regarding anti-social behaviour in line with our policies and procedures.
- 2.17 To issue verbal and written warnings in relation to anti-social behaviour when required.
- 2.18 To recover properties in accordance with Forth's Abandonment procedure to ensure good asset management and prevent bad debts.
- 2.19 To undertake, co-ordinate and manage visits to all tenants individually and those of the Assistant Housing Officers.
- 2.20 To ensure that any vulnerable tenant is supported and concerns are raised at the highest level to safeguard our tenants.

3 COMMUNITY & EXTERNAL RELATIONS

- 3.1 To liaise with external agencies regarding Housing Management related matters including, concerns over vulnerable people, allocations and anti-social behaviour and attending case conferences as necessary.
- 3.2 To liaise with Stirling Council Housing Benefit Section, the Department for Work and Pensions and other agencies as required.
- 3.3 To manage the administration and implementation of the Nominations Agreement with Stirling Council and any other agencies with which the Association has a nomination agreement.
- 3.4 To liaise with the Homeless Section in accordance with Section 5 protocol.
- 3.5 To manage the administration and implementation of any leased properties to partner agencies including signing of paperwork and ongoing management of these agreements.

- 3.6 To monitor and manage any contracted services which relate to the maintenance of the estate with support from the Senior Property Officer.
- 3.7 To initiate legal action and prepare information for court in liaison with the Head of Housing Services and solicitors and attend court when required.
- 3.8 To advise tenants of their responsibilities on termination of tenancies and work in accordance with the Association's End of Tenancy procedures.

4 INTERNAL RELATIONS

- 4.1 To contribute to policy and procedure development and review within the Housing Management section and the wider business if relevant.
- 4.2 To liaise with asset and development personnel regarding designated developments.
- 4.3 To maintain effective liaison with other service areas and external agencies as required.
- 4.4 To contribute to effective area management and regeneration.
- 4.5 To work closely with the Income Maximisation Officer and the Assistant Tenancy Sustainment Officer to ensure that appropriate assistance and signposting is provided to individuals seeking to maximise their income, through benefits and other means, to improve budgeting and address debt issues and sustain tenancies.
- 4.6 To provide cover for Housing Management staff and other staff as required.

5 HOUSING FUNCTIONS

- 5.1 To ensure new lets and re-lets are administered in an efficient and effective manner to meet performance standards.
- 5.2 To monitor rent accounts using the housing management system and pursue the recovery of rent arrears in accordance with the Association's Arrears Policy and Procedure.
- 5.3 To update Housing Benefit and Universal Credit information on the housing management system and inform tenants of HB & UC changes and where required make applications for Managed Payments and Third-Party Deductions.
- 5.4 To complete all necessary paperwork in accordance with procedures and update tenancy information on the housing management system.
- 5.5 To ensure adherence to the Associations Allocations Policy and procedures at all times.

- 5.6 To complete the administration and monitoring of estate management through regular inspections.
- 5.7 To complete standard pro-formas and input information relating to sensitive tenant information and all contacts on to the housing management system.
- 5.8 To ensure computerised and manual recording systems are updated and maintained within agreed operating procedures and that requests are responded to within agreed timescales.
- 5.9 To ensure the Association complies with all relevant legislation in particular the Housing (Scotland) Act 2001 and 2014 and work in accordance with the Association's Abandonment Procedures.
- 5.10 To maximise the use of ICT and work to develop innovative ICT systems to increase efficiency and effectiveness and meet customer needs.

6 GOVERNANCE

- 6.1 To assist the Head of Housing Services to prepare and deliver reports, policy reviews, information and advice to the Management Committee if required.
- 6.2 To assist the Head of Housing Services to develop and review performance management systems that allow the Management Committee to monitor performance on key performance indicators in particular those outlined within the Scottish Social Housing Charter.
- 6.3 To assist in the collation of the data required to compile and submit the Annual Return on the Charter (ARC).

7 GENERAL

- 7.1 To identify and attend training and good practice forums to ensure skills are , up to date.
- 7.2 To ensure absolute confidentiality at all times in respect of tenants, former tenants, applicants, employees and former employees.
- 7.3 To take responsibility for keeping oneself fully appraised of changes in Association policy, current legislation, relevant guidance and models of good practice.
- 7.4 To attend good practice forums and training to ensure continuous improvement and personal development.
- 7.5 To adhere to the ethos, values, code of conduct and staff charter of the association in all service that we deliver to ensure that the health and wellbeing of our people are at the heart of what we do.

PERSON SPECIFICATION

Housing Officer Person Specification

Requirement	Essential	Desirable
1. Education and professional qualifications		
Good standard of education including English as a minimum at a higher level or able to demonstrate an equivalent level of educational	X	
Relevant Professional qualification (e.g. CIH)		X
2. Experience		
Experience of working in housing management teams including knowledge of relevant regulations, legislation and current practice	X	
Experience of managing and resolving complex anti social behaviour cases	X	
Experience of supporting tenancy sustainment and managing rent arrears		X
Experience of delivering housing management services in line with policies to meet the organisational objectives	X	
Experience of identifying, developing and managing productive relationships with other agencies to support tenants		X
Experience of working in a customer focused and performance driven environment	X	
3. Knowledge		
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 objectives	X	
An up to date knowledge good practice for all areas of tenancy management		X
4. Skills and abilities		
Ability to motivate self and others to deliver excellence and continuous improvement and respond positively and flexibly to change	X	
Customer focussed approach with a drive to continuously improve services	X	
Excellent ICT skills and ability to ensure effective use of ICT in service delivery, performance and reporting	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 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 staff charter maintaining confidentiality at all times	X	
5. Other requirements		
An understanding of the principles of excellent customer service and the ability to put the customer first in making decisions. Commitment to the ethos of	X	

housing associations, include equality, diversity and inclusion		
Committed, flexible and adaptable approach to work requirements and prepared to attend meetings and training sometimes 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.



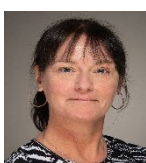
Elaine Shepherd - Housing Officer

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.



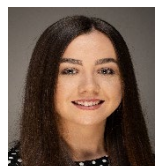
Carol Niven – Assistant Finance Officer

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.



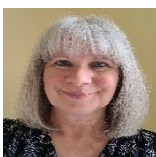
Abira Sarwar – Abira is currently Finance Manager in a Glasgow based housing association. She is an ACCA affiliate with extensive experience in Finance. Abira shows interest on how Forth HA show best practises they have in place and their regeneration programme in the Stirling area and is the convener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



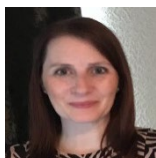
Andrea Mina - Andrea brings a wealth of experience, through a career specialising in housing management and commercial services, at both local authority and housing association settings. Andrea leads all factoring services within Link Group's subsidiary Curb and is committed to delivering positive change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



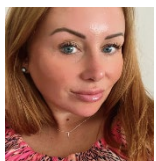
Elaine Rosie - Elaine has a magnitude of experience in housing and across many sectors and has worked for various Housing Associations also including the Scottish Housing Regulator. She believes strongly in the provision of excellent quality affordable housing and she is keen to contribute to the management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



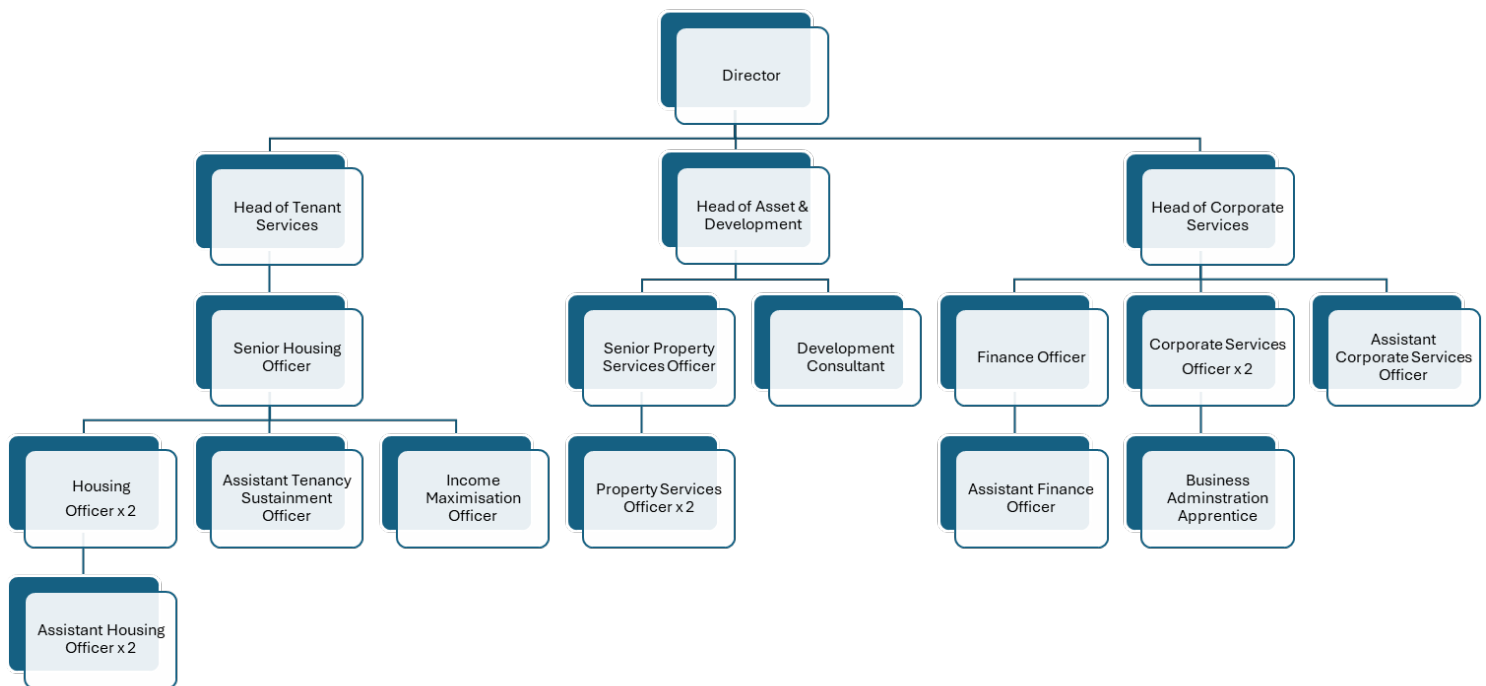
Kerray Dawson - Kerray works for Stirling Council's Housing Management team within Property and Assets. She has a wealth of experience and knowledge in Housing Property Maintenance along with Business Management & Performance and has a keen interest in performance management and housing provision for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

Registered with the Scottish Regulator No. HAL 110

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

