



Township Updates from RBH

February 2024

contents



Key areas of interest

- The Leadership Team
 - who we are and how to contact RBH
- Recovery Plan and Voluntary Undertaking
- Plans for 2024

Structure charts



The Executive Leadership Team



Amanda Newton
Chief Executive



Sandra Coleing
Executive Director
Corporate Services



Jeremy Vickers
Interim Executive Director
Finance and Development



Nadhia Khan
Executive Director
Customer and Community

Corporate Services

Sandra Coleing
Executive Director
Corporate Services

Ben Smith
Director of ITC

Nicola Taylor
Director of People and Culture

Stephen Wigley
Head of Governance and Risk

VACANT
Director of Comms and Marketing

Jeremy Vickers
Interim Executive Director
Finance and Development

Jenny Sinclair
Director of Finance and Business Planning

Customer and Community

Nadhia Khan
Executive Director
Customer and Community

Hayley Stockham
Director of Neighbourhoods

Siobhan
Director of Property Services

Jodie Sherwood
Director of Transformation

Phil Heron
Director of Customer Experience

How to contact us

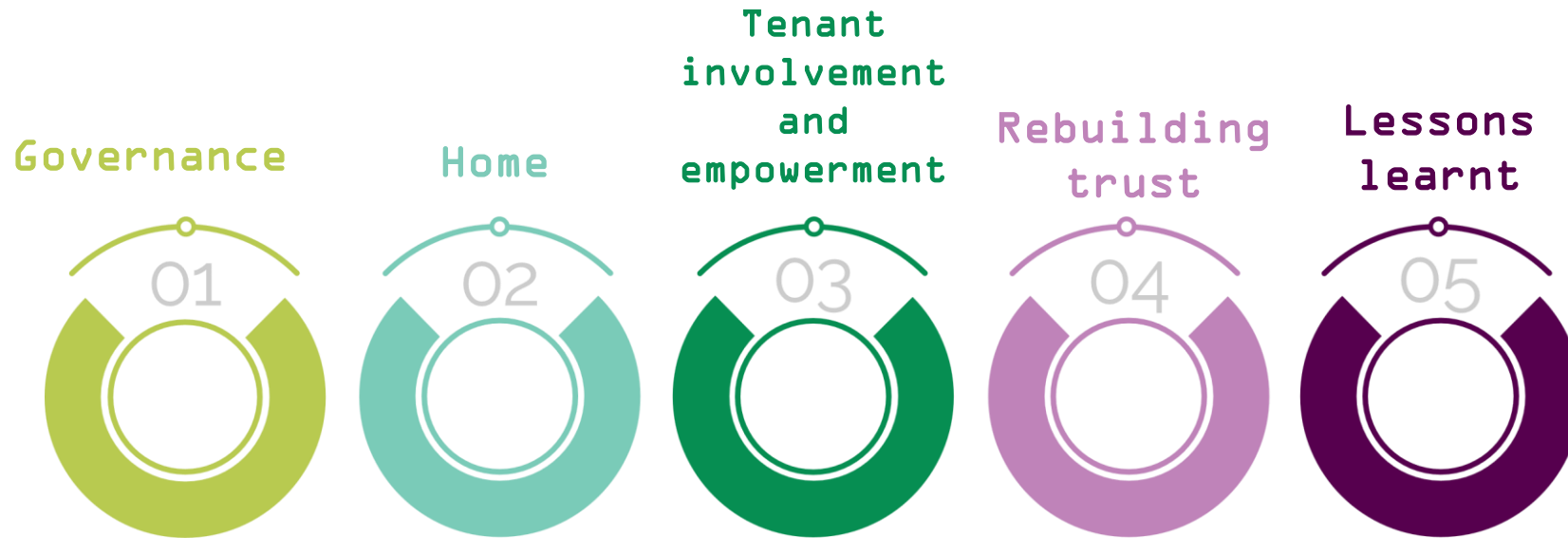


Councillors and MP can
use councillors@rbh.org.uk

We aim to respond within 24
hours Monday to Friday

Our Recovery Journey

Recovery Plan - 5 themes

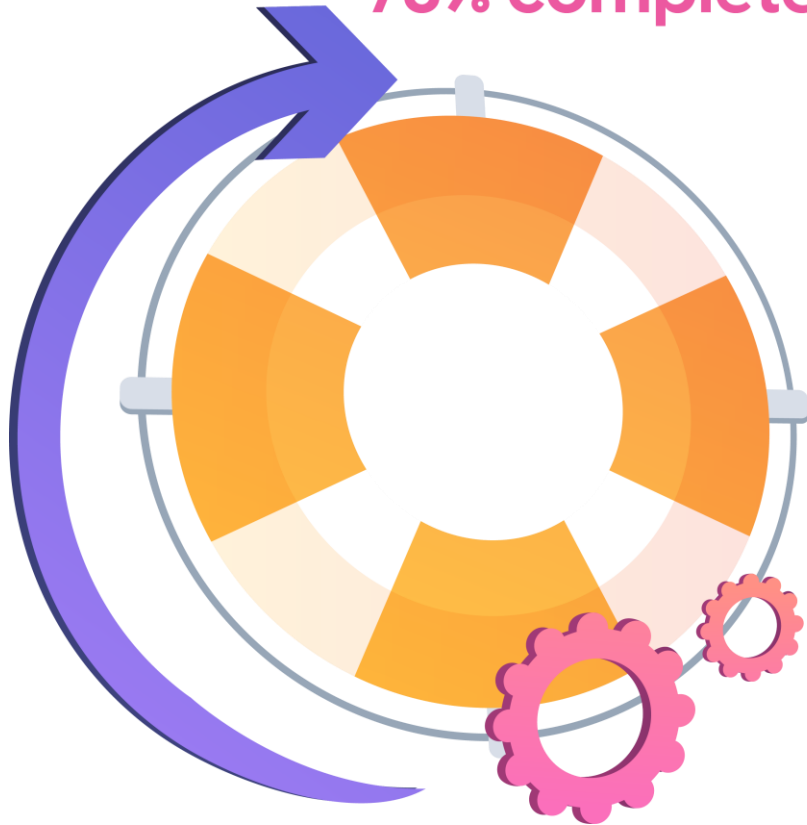


Voluntary Undertaking - with Regulator of Social Housing (RSH)

- Improvement areas against three of the standards
- Governance, Homes and the Tenant Involvement and Empowerment Standard

Recovery Plan and Voluntary Undertaking

Recovery Plan
78% completed



Key achievements

- Improvements to our governance including customer representation
- Strengthening our mutuality
- Increased visibility with customers
- Understanding more about our homes
- Using customer complaints and feedback to inform decisions
- Better engagement with our stakeholders
- Damp and mould taskforce in place
- Regeneration; exploring options for College Bank and placemaking to enhance local communities

Plans for 2024



- Continue to invest in our homes
- Engaging with our customers to understand their priorities
- Customer First programme and delivering improvements to customer service
- Approval of a new Corporate Plan and Values
- Continuing to strengthen our mutual model
- Working with partners to deliver great outcomes



Any questions?