



## BULLETIN **AUGUST 2021**

My name is Jamila Greig, and I am the Chair of the Board of Homes for Life.

Homes for Life is currently going through a period of change and this update is the first of many you will receive over the coming weeks and months. These will take the form of short updates like this one, newsletters, surveys, postcards and information leaflets. We will use mail, email, text and our website to get out our messages. You will be asked to join our tenant forums being set up and meet our staff out and about throughout our area of operation.

In this Bulletin, I would like to introduce our Interim Manager, Wendy McCracken. Wendy has been in post a few months now and has been assisting the Board with improving some issues we had around governance and compliance. I am pleased to say that these improvements are moving forward really quickly and you as tenants, will benefit from the proposals and decisions being made. One such decision is the new staff structure, which is dedicated to providing our tenants with excellent, tailored services. I look forward to keeping you up to date on these changes being made, all with you in mind.



Hi, I am Wendy, and I am an experienced interim manager, and my job is to assist with governance and compliance issues and then to help set the future direction of the organisation, for the benefit of its tenants. I will then move on elsewhere!

At Homes for Life, I have found that there is a great passion and dedication by both the Board and the Staff team and an ambition to ensure that despite being a relatively small organisation, services will be second to none! “We may be small, but our ambition is mighty” may be the slogan we use. We are currently reviewing the strategic objectives of Homes for Life, that is what we will do for you and how we will do it, and we will compile a Business Plan to ensure we carry this out. We know we have a lot of catch up to do following recent events such as COVID. We ask that you get involved in the future direction of Homes for Life and you will be given many opportunities to participate over the coming months.

I would now like to introduce you to the two other members of the Management Team David and Donna. David Illius joined us earlier this month as Senior Maintenance Officer and following



the departure of Michelle Scott, Customer Services Manager to pastures new, Donna Dougal, Housing Officer has been appointed as Acting Senior Housing Officer. Both David and Donna are experienced housing professionals and introduce themselves below.

You will get more information over the coming weeks about all of our dedicated staff team, their roles and how you can contact them directly.



To contact David  
please email:  
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or call **01620 829300**  
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Hi, I am David Illius and I have recently started as Senior Maintenance Officer. I have worked in the construction industry for over 20 years and for the last 5 years in Social Housing and I am now delighted to be working for Homes for Life. I have overall responsibility for reactive maintenance and repairs, planned maintenance and the organisations Health and Safety.

My priorities over the next few months will be reviewing the current systems we have in place to make sure what we offer our tenants is the best it possibly can be, as well as delivering value for money and the highest possible quality service.

In the longer term, we will shortly be procuring a full condition survey of all our houses so we can plan all the improvement works required to your homes. I will be writing to you all over the next few weeks with much more detail on what our plans are for the future and what changes you can expect from us.

I look forward to meeting as many of you as possible over the next few months, but in the meantime, please get in touch with me with any suggestions or comments you might have.



To contact Donna  
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Hello, my name is Donna Dougal, and I am the Acting Senior Housing Officer. Many of you may have met or spoken to me during the last 19 months when I was your Housing Officer. I have worked in social housing for over 20 years and am enthusiastic and looking forward to working with you all in my new role. My area of responsibility is housing management, that includes allocations, tenancy sustainment, participation and void management.

Over the next few months, I will be reviewing the housing management systems and procedures and look forward to working with as many of you through this process.

I strongly believe that tenants should be at the centre of all the services we provide resulting in Homes for Life being the best we can be for you.

