

## HOUSING TEAM

The Housing Team at Kemble is responsible for managing all aspects of our housing including lettings, income management, estate management, dealing with anti-social behaviour and other tenancy issues.



Sarah Harrison-Branter  
Housing Services  
Manager



Felicity Rhys-Williams  
Senior Housing  
Officer



Amanda Lawson  
Hosing Officer



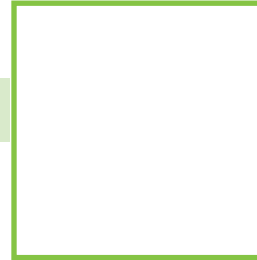
Amy Murray  
Housing Officer



Allan Farrington  
Housing Officer



Julian Greenway  
Housing Officer



## REPAIRS TEAM

The Repairs Team at Kemble are responsible for an effective repairs service to all of our customers. They manage our contracts and deal with planned programmes like external painting and kitchen replacements when required.



Mike Williams  
Repairs Service  
Manager



Peter Clayton  
Maintenance  
Surveyor



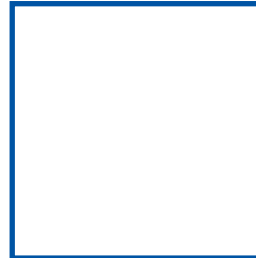
Natasha Goodson  
Maintenance  
Administrator



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



You can contact any staff member of the Kemble Housing team by  
phone: 01432 377 900 or email: [kemble@wmhousing.co.uk](mailto:kemble@wmhousing.co.uk)



# Kemble Housing ...

... manages a wide range of homes in both the urban and rural areas of Herefordshire. We provide a range of support services as well as general needs and low cost home ownership properties. The Repairs Contact Centre for the whole of WM Housing Group including Kemble is based in Worcester at the Nexus Housing office.

The Kemble Housing team is led by Denise Shuker, Executive Director, Rachel Hobbs, Director of Housing Services, Karen Pritchard, Assistant Director and their management team (pictured below).



Denise Shuker  
Executive Director  
Housing & Community Services



Rachel Hobbs  
Director of  
Housing Services



Karen Pritchard  
Assistant Director

## MANAGEMENT TEAM



Sarah Harrison-Branter  
Housing Services  
Manager



Mike Williams  
Repairs Service  
Manager



Catherine Collis  
Project Manager of  
Supported Housing  
for Young People  
Project (SHYPP)



Felicity Rhys-Williams  
Senior Housing Officer



Barbara Molson  
Customer Services  
Team Leader

## CUSTOMER SERVICES

Although Kemble is a growing organisation, we are determined not to lose sight of the importance of prompt and efficient service. The Customer Services Team is able to resolve the majority of queries from our customers as well as providing administrative support to the other teams.



Barbara Molson  
Customer Services  
Team Leader



Christine Underwood  
Customer  
Services Advisor



Suzanne Mitchell  
Customer  
Services Advisor



Audrey Blackman  
Customer  
Services Advisor



Aimee Carter  
Customer  
Services Advisor

## CUSTOMER INVOLVEMENT

The Customer Involvement Officer at Kemble works with all staff at Kemble on a range of projects to ensure that we actively seek and act on feedback from our customers about our services.



Richard Hancock  
Customer  
Involvement  
Development Officer

If you want to get involved with Kemble projects please contact Richard Hancock on **01432 377 900** or email him: [richard.hancock@wmhousing.co.uk](mailto:richard.hancock@wmhousing.co.uk) Alternatively you can contact: Sarah Harrison-Branter on **01432 377 900** or email her: [sarah.harrison-branter@wmhousing.o.uk](mailto:sarah.harrison-branter@wmhousing.o.uk)