



Great Homes, Great Services, Great Location



Open



Agored

Fair



Teg

Flexible



Hyblyg

Achieving



Cyflawni

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'A day in the life of a housing manager'

Cheryl Tracy

Head of Neighbourhoods

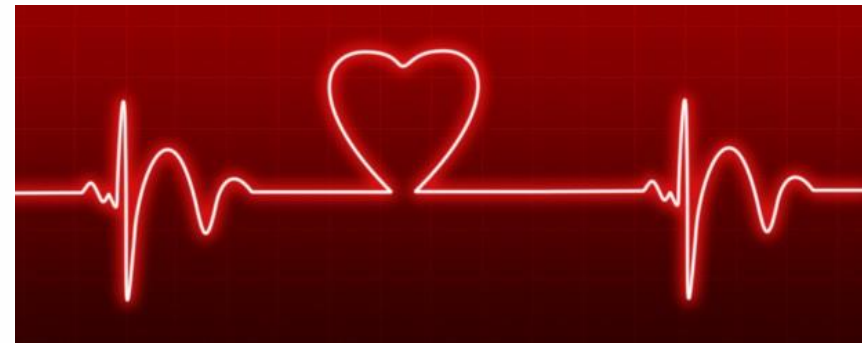
Monmouthshire Housing Association

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What is housing management?

- Income Recovery
- Tenancy Management
- Estate Management
- Community Safety
- Environmental Improvements
- Care taking





GUMMEL CAKES

CH FRIES

COLA DRINKS



The big issues...



Tenants:

- Can't Payers
- Complex cases & vulnerabilities
- Shrinking support landscape

Staff

- Resilience
- Skills & managing change
- Attracting talent to the sector

Business

- Affordability
- Health & safety
- Fire Risk
- Value for Money



Tenants Voice

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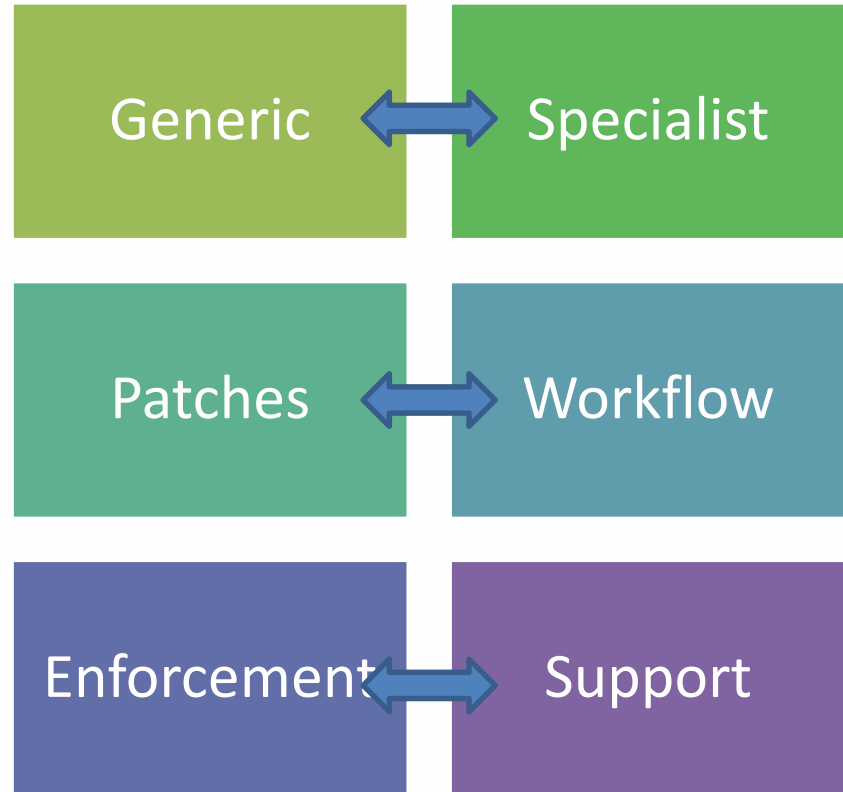
Food for thought...



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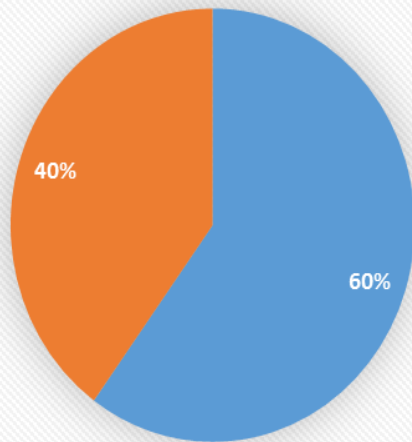


Delivery Models:

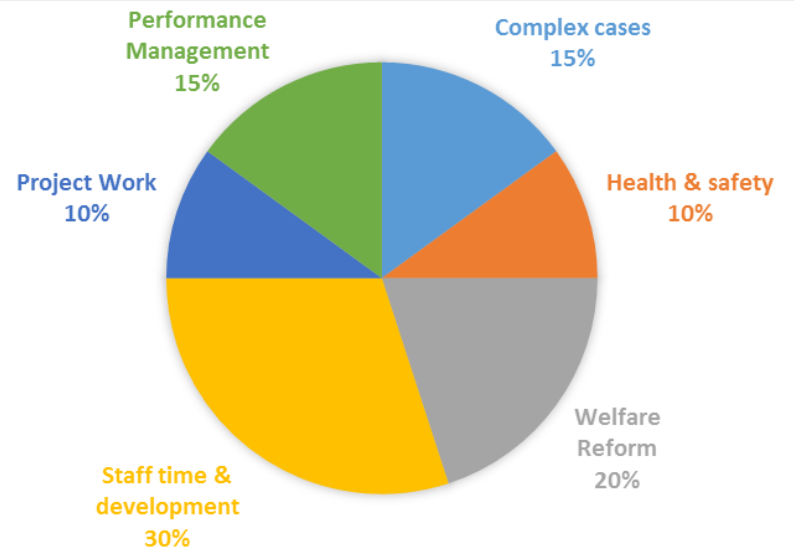


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An Average Day...



■ Developing & Improving Services ■ Delivering existing services



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Key skills & attributes



- Inclusive management
- Coaching
- Problem-solving & creativity
- Determination & resilience
- Adaptability
- Growth mindset – for self & team

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Key lessons

- Be an enabler
- Build strong partnerships & networks
- Invest time in talent
- Ask questions
- Take care of yourself!

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Any Questions?