

New leadership team settles in at North Hertfordshire Homes

Wednesday 18 May, 2016

We're pleased to announce two new appointments to the leadership team at North Hertfordshire Homes; Shaun Holdcroft and Neil Brooks.

Shaun joins as Executive Director of Customer Experience and Homes. Formerly Director of Resident Services at Hyde Housing, Shaun brings an expertise in customer experience design and channel shift. He'll be responsible for the North Hertfordshire Homes landlord service; care and support; repairs and asset management. With significant business transformation experience, he'll also oversee business improvement for the organisation.

Shaun said: "I am delighted to be joining North Hertfordshire Homes at a time where the organisation has an outstanding opportunity to develop a distinctive offer to its current and future customer base. I was convinced of the ambition of the organisation to deliver a distinctive service and to contribute to solving the countries housing crisis when listening to the enthusiasm of the Chief Executive and Chair about the organisation. I've been delighted to find that enthusiasm is replicated organisation wide in my early interactions with staff."

Neil has been appointed to the position of Director of New Business and will lead the North Hertfordshire Homes development programme which includes 200 homes under construction by March 2018. Neil joins from housebuilding and construction group, Galliford Try where he secured business development opportunities through extensive market analysis and knowledge of government legislation. Neil said: "I'm looking forward to helping NHH form relationships and partnerships across more disciplines so we can create exciting opportunities for excellent new homes and services."

Chief Executive at North Hertfordshire Homes, Gavin Cansfield said: "I am delighted that Shaun and Neil are joining us at such an exciting time for NHH and within our industry. We have achieved a lot in the last 12 months to make us match fit and we are now ready to take the organisation to the next level to ensure we meet the challenge of providing new homes and delivering great customer service."

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