Professional services to registered housing providers & the third sector

Customer led, ethically guided, mutually owned
North West Housing Services is a unique organisation. We provide professional services to housing co-operatives, small housing associations, leaseholders and social enterprises.

The company was formed over four years ago by a consortium of 38 independent organisations with a collective goal to take control of their own services. It is unique, in that it is a mutual, not-for-profit company which is totally owned and controlled by its customers. Our dedicated and professional staff, who transferred from the previous long standing service provider CDS Housing Association, have many years of experience and knowledge of the housing sector.

We at NWHS provide a variety of services, ranging from total housing management, finance and day to day maintenance, to property investment services.

We have also grown by providing financial services to other non-housing social enterprises and mutual organisations through our new trading arm North West Financial Solutions.

At the time of writing we have 46 members and that number is growing.

We are only a phone call away. If you feel we can help you please call.

Yours truly,

Brian O’Hare
Chair

Our Mission

North West Housing Services is dedicated to providing ethical professional services to housing co-operatives, small social landlords, social enterprises and leaseholders.

Foreword from the Chair

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Brian O’Hare
Chair
North West Housing Services (NWHS) is one of the largest providers of services to housing co-operatives, social enterprises and leaseholders in England.

Formed as NWHS in 2006, we have been working with the co-operative movement since 1976. With longstanding links to the housing co-operative and housing association movement, both locally and nationally, we are able to provide advice and keep our clients updated on latest developments and good practice.

We are rich in experience - our staff are not just knowledgeable, they have considerable expertise and extensive skills.

As a customer-led social business we provide high quality services to independent housing providers. We are committed to transparency, to ethically-based, innovative ideas and empowering our clients and their communities.

NWHS currently operates in Merseyside and Greater Manchester and has clients in:

- Liverpool
- Sefton
- Wirral
- Knowsley
- Manchester
- Salford
- Bolton
- Manchester
- Salford
- Bolton

Our clients embrace a diversity of needs and lifestyles including:

- General family
- Afro-Caribbean
- Chinese
- Jewish
- People with disabilities
- Women
- Elderly
- Communal living
- Single parents

**Enhanced support options**

As well as these services, we are able to offer tailored consultancy and training on a wide range of subjects.

The extensive scope of the administrative services we offer and our comprehensive agency agreement provide a capability that is unmatched locally.

With our large customer base, we are able to negotiate both discounts and concessions on insurance or bank interest rates for our clients.

**Client base**

- Housing co-operatives – 31
- Housing associations – 4
- Leasehold groups – 6
- Social enterprises – 5

All member organisations may benefit from:

- **Board membership**
- **Share of any surpluses**
- **Members’ loans**
- **Increased purchasing power**
- **Free education and training**
- **Social pricing for services**
- **Free use of office premises and facilities**
- **Access to a wider social business network**
- **Community benefits**
- **Access to grants from our Community Fund**
- **Free initial business advice and support for Social Enterprises**
- **Financial training for Social Enterprises**
- **Work experience opportunities**
Our core values are:

- Support for the independence of our clients
- Recognition of our clients’ diverse needs
- Openness & honesty
- Social responsibility & caring for others
- Equality & diversity
- Not-for-profit.

These values underpin our approach to service delivery which aims to ensure:

- High quality services & continuous improvement
- Professional standards & ethical practices
- Fairness to clients & staff
- Sustainable growth
- Social pricing of services
- Transparency, accountability & customer focus
- A positive working environment
- Encouragement of innovation & creativity.

NWHS’ operation is based on the fundamental principle that the organisation exists to support the objectives of its members. This approach is encapsulated by a statement describing our working relationship with our clients:

“We advise, you decide, we implement.”

The company aims to support small housing associations and co-operatives as they strive to serve and empower local communities, providing genuine efficiencies and economies of scale to smaller organisations who wish to retain their independence. In offering this specialised service, NWHS aims to develop further this particular niche market sector, to the mutual benefit of the company and its clients.

By supporting smaller housing providers, NWHS helps to sustain a diverse housing market which provides real choice to local people and communities.

The values of NWHS reflect the values of the co-operative movement:

- **Voluntary membership**
  Membership is open to all client organisations

- **Democratic member control**
  The company is democratically controlled by clients who actively participate in policy and decision-making

- **Member economic participation**
  Surpluses are reinvested in the development of the company, in improved service delivery and in activities directly benefiting members

- **Autonomy & independence**
  The company recognises and supports the independence of its members

- **Provision of education, training & information**
  The company invests in programmes of education and training for members

- **Co-operation between members**
  The company embodies the spirit of co-operation between member organisations and will allow them to have a greater collective voice and influence over local and regional issues

- **Concern for community**
  The work of the company will contribute towards the sustainable development of members’ communities and empowering them to improve their local neighbourhoods.

NWHS aims to provide flexible services to suit clients’ individual needs.

**Housing management**

- Allocations
- Void control
- Tenancy management
- Arrears control
- Policy formulation
- Resident involvement & consultation
- Governance

**Responsive maintenance**

- Day to day responsive repairs, including 24 hour emergency service
- Repairs & administration
- Adaptations
- Service contracts (including gas service management)

**Property investment**

- Stock condition surveys
- Property investment appraisal & planning
- Management of planned & cyclical programmes
- Procurement strategies
- CDM co-ordinator role

**Finance**

- Financial business planning
- Budgeting & cashflow
- Management accounts
- Final accounts preparation
- Payroll, tax & VAT
- Book keeping & audit support

**Consultancy**

In addition to our standard range of services, we are able to offer tailored consultancy in a range of areas including:

- Finance
- Training
- Resident consultation & involvement
- Equality & diversity.

This list is not exhaustive. Please contact us for a free consultation, to see if we can add value to your organisation.
NWHS is a Mutual Industrial and Provident Society (registration number 30084R) and membership is drawn primarily from existing clients. Most clients are entitled to take up shareholding membership of NWHS.

**Board**
The majority of places on the Board of Management are reserved for client representatives and there is a smaller number of specialist places. This means that ultimate control of the organisation lies in the hands of the clients NWHS was established to serve.

**Senior Management Team**
Our Senior Management Team reports directly to the Board and provides strategic leadership for NWHS. Each member of the Team has considerable experience and extensive knowledge of her or his discipline.

**NWHS Teams**
Our services are delivered by 34 staff who form three dedicated teams:
- **Finance and Administration**
- **Housing Management**
- **Maintenance and Property Investment**

Each team is led by a member of the Senior Management Team.

**Chief Executive**
**Syed Maqsood**
BCom MIRPM

Syed, a graduate in Business Studies, is a member of the Institute of Residential Property Managers and a trained accountant. He has worked in the housing sector since 1987, spending much of this time at CDS Housing where he led the finance team providing accounting and strategic financial services to over 30 external clients.

Following the formation of the company, Syed was appointed CEO and he is in charge of the overall management of the organisation.

Syed supports the Board of Management and has led the organisation forward by implementing visible leadership and forward-thinking strategic business planning processes to ensure NWHS fulfils its goals and ambitions.

syed.maqsood@nwhousing.org.uk

**Director of Finance**
**Kevin Wan**
ACMA

Kevin, a fully qualified Chartered Management Accountant, has over 20 years’ experience providing effective and efficient financial management services to Small Social Landlords and other Social Enterprises. His knowledge and expertise in the sector means the ongoing financial health of NWHS and its members is in safe hands.

As Director of Finance he is supported by a team of dedicated, qualified accounting professionals who collectively advise and support our members in pursuing and achieving their social objectives. With the creation of North West Financial Solutions, Kevin successfully developed the financial services we offer for social enterprises.

kevin.wan@nwhousing.org.uk

**Director of Policy and Performance**
**Philip Earl**
BSc (Hons) FCIH

Phil, a graduate of the University of Newcastle and Fellow of the Chartered Institute of Housing, has over 23 years’ experience in housing management, a comprehensive knowledge of legislation, good practice and extensive management experience.

Phil is responsible for securing continuous improvement in service delivery across NWHS’ operations with a particular emphasis on business planning, the development of NWHS and client policies and the establishment of effective performance reporting frameworks. He assists clients with particularly complex casework and delivers projects on a consultancy basis.

philip.earl@nwhousing.org.uk

**Personal Assistant to the Chief Executive & Corporate Services**
**June Carroll**

June has 10 years’ experience of office management skills and has recently obtained a CIPD Certificate in Personnel Practice (CPP).

In addition to her role as Syed Maqsood’s PA, June is responsible for servicing NWHS’ Board of Management and provides corporate services to the organisation.

June plays a key role in the management of NWHS offices and in the provision of training programmes, conferences and other corporate events.

june.carroll@nwhousing.org.uk
Who are we

Senior Management Team (Operational)

Maintenance & Property Investment

Head of Property Maintenance
Alan Bibby
MBA MCMI MBEng

Alan has worked in Housing Maintenance in the Registered Providers’ Sector since 1981. Alan started as a Direct Works electrician and progressed to Director of Maintenance in 1995. Alan has a master's degree in Public Service and is a member, qualified by examination, of the Association of Building Engineers, Chartered Management Institute and Institute of Clerk of Works. Alan has extensive experience of senior and change management.

Alan leads a team of qualified surveyors and administrators who are responsible for the delivery of an efficient and effective property service for approximately 3,000 properties being managed by NWHS. The team prides itself on being flexible and responsive to the needs of each individual client.

alan.bibby@nwhousing.org.uk

Head of Property Investment
Lee Anderson
BSc (Hons) ICIoB RMaps

Lee has an honours degree in Building Surveying from the University of Salford, is an associate of the Chartered Institute of Building and a registered member of the Association of Project Safety.

Lee has over 15 years’ experience in property management and has previously worked with other Registered Providers’.

Lee leads the NWHS Property Investment team, providing professional services to clients.

lee.anderson@nwhousing.org.uk

Client Services Manager
John Mcguigan

John has worked in the Registered Providers’ Sector since 1996 and has a BTec and HNC in Housing Studies. He is also currently studying for a Diploma in Management and Leadership.

John represents the organisation externally and is currently a member of the General Council of the Confederation of Co-operative Housing and is a Board Member of Co-operatives North West.

John specialises in helping clients who have been referred to NWHS by the TSA, and is also working closely with the Tenant Management Sector in the Manchester area.

John, along with Emma, jointly leads a team of highly experienced Client Services Officers who are responsible for the delivery of housing management services to 2,000 client properties managed by NWHS.

john.mcguigan@nwhousing.org.uk

Client Services Manager
Emma Moran
BA

Since graduating in Housing Studies Emma has worked within the Registered Providers’ Sector since 1994. Emma has recently obtained a Diploma in Management and Leadership and has extensive experience of working with housing co-operatives and small housing associations.

Emma specialises in providing strategic support services to our larger clients including Board of Management support, matters of governance, policy and procedure and provision of training programmes to meet clients’ requirements. Emma adopts a problem solving flexible approach tailored to the needs of each individual client.

Emma, along with John, jointly leads a team of highly experienced Client Services Officers who are responsible for the delivery of day to day housing management services for approximately 2,000 client properties managed by NWHS.

emma.moran@nwhousing.org.uk

Finance Administration

Finance Manager
Paul Beadles
ACMA

Paul is a fully qualified Chartered Management Accountant with over 25 years’ experience working in a financial environment and since March 1993 he has been an important member of the Finance team.

During his time working in the finance team he has accumulated a wealth of knowledge and expertise in the financial management of Small Registered Social Landlords.

His current role of Finance Manager involves providing effective and efficient control of clients’ accounting and finance functions with the main objective being to safeguard their continued long term financial viability. Paul specialises in preparing statutory financial statements, management accounts, annual budgets and long term financial forecasting. He also specialises in the calculation of service charges.

paul.beadles@nwhousing.org.uk

Finance Manager
Howard Priestley
ACA

Howard is a Chartered Accountant with over 16 years’ experience in social housing finance. He provides timely management information to our clients. This confirms their ongoing viability. Howard’s experience includes business planning and working with funders.

In addition to his role as finance manager, Howard specialises in providing financial training, reporting on financial issues and advising on corporate affairs. Howard has acquired wide business related experience from working in the auditing profession. Examples include report writing for a wide spectrum of users, analysing financial issues and providing one-to-one advice to social enterprises.

Howard is both a Trustee and Treasurer to the North Liverpool Citizens Advice Bureau. He undertakes these roles on a voluntary basis which reinforces his commitment to the Third Sector.

howard.priestley@nwhousing.org.uk

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Contacting NWHS
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www.nwhousing.org.uk

For more information, please contact:
June Carroll on 0151 726 2217 or email
june.carroll@nwhousing.org.uk