



PRESS RELEASE

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THE NEW LOOK PROPERTY SERVICE TEAM AT COTMAN HOUSING ASSOCIATION

The maintenance service provided by Norwich-based Cotman Housing Association has received a serious makeover, following the appointment of several new faces.

The new look Property Services team is headed up by Property Services Manager Nigel Gardiner, who is joined by Maintenance Surveyor Jo Powell, Property Services Officers Gaynor Chappell and Kitsum Wong, and Property Records Archivist Louise Goodby.

Nigel Gardiner, who has been with the Association since October 2000, will be responsible for having a strategic overview of how the new team performs with regards to its key functions, including Property and Estate Maintenance, Customer Satisfaction, and Health and Safety Compliance. As Property Services Manager, his primary operational role is to oversee the Association's Planned Maintenance Programme which, in 2008, should see the Association spending an allocated budget of £1 million on replacing kitchens, heating systems and windows at Association-owned properties throughout Norfolk.

Jo Powell joined the Association in early December, as Maintenance Surveyor, having previously worked for Havebury Housing Partnership as the Clerk of Works for kitchen, bathroom and cyclical maintenance. As Maintenance Surveyor, Jo will be primarily responsible for managing designated estate based staff and overseeing the work of contractors. Jo will organise and control property, estate and grounds maintenance and repair activities; inspect and report on the condition of existing housing stock; and ensure that the Association complies with Health & Safety legislation in respect of all working practices on its estates. Jo's role was created following the departure of the Association's longest-serving member of staff, Phil Cox, who retired in December after 22 years.

Kitsum Wong joined the Association in November as Property Services Officer, and, alongside Gaynor Chappell, will be responsible for the administrative duties of the department. Louise Goodby completed the new team in late January, taking on the position of Property Records Archivist. Her job will entail ensuring that accurate records are managed and maintained on all of the Association's properties.

"Cotman Housing Association is very pleased to announce these changes to the Property Services department" said Property Services Manager Nigel Gardiner. "The new structure of the team should allow us to deliver an economic, efficient and effective responsive maintenance service which meets the reasonable requirements of the Association's residents".

For more information about the work of Cotman Housing, log on to **www.cotman-housing.org.uk** or telephone **01603 612927**.