



### **Message from the Chair of the Board of Hammersmith and Fulham Homes**

Hammersmith and Fulham Homes provides vital services to 18000 tenants and leaseholders. We have launched a major programme of service change and improvement jointly with the Council. We have called it - making the Real Difference- and it follows the recent inspection of our services by the Audit Commission.

The Board of H&FH is determined to achieve excellent services, and we have approved proposals to strengthen our management team and review the way we are organised. We believe that we must seek to improve the services we provide by giving more attention to the quality of life on our estates and the efficiency of our repairs services.

The Council has approved our proposals for reform and has provided the resources we need to do the job. This partnership will be critical to our success in the future and we shall be working hard to improve estate services and the quality of our responses to tenants and leaseholders.

You will have the support and commitment of the whole Board in this important period of review and transformation. We know that it is essential to build up the confidence and commitment of our staff to tackle this challenge. It is a tough job in these times of rising expectations. Our tenants and leaseholders want quicker and more responsive services and better value for money. We know these things will take time and they need considerable skills and a passion of service excellence.

We hope that you see an opportunity for you as well. If you have the ambition to work in one of the most interesting areas of London at this time, and see yourself as a leader of the future, we would like to hear from you.

**Harry Audley  
Chair  
Hammersmith & Fulham Homes**

***Strong Communities, Excellent Services, Decent Homes***

## CHIEF EXECUTIVE- NICK JOHNSON OBE



Riverview House  
Beavor Lane  
London, W6 9AR

Web: [www.hfhomes.org.uk](http://www.hfhomes.org.uk)

Tel: 020 8753 4207

Fax: 020 8753 4029

Email: [NickJohnson@hfhomes.org.uk](mailto:NickJohnson@hfhomes.org.uk)

Your Ref:

Our Ref:

Date: 15<sup>th</sup> July 2008

### **Making the Real Difference**

A new managerial approach in Hammersmith and Fulham Homes and an exciting opportunity to shape services for the future in one of London's most vibrant and challenging boroughs.

Hammersmith and Fulham Homes was established in 2004, following extensive consultation with tenants and leaseholders, to implement the huge decent homes programme. That is still our top priority, but we recognise as well that residents are looking for something more – better customer services and better value for money.

We believe that a new approach is needed to housing management and estates services, and to the organisation and delivery of effective repair programmes and property services. We are seeking two top managers to join the company at the most demanding time in its history.

The Director of Housing Services and the Director of Property Services will work together to re-think the way we provide services for our residents. This means reviewing what we do well, and improving what we could do better. It is a significant task. The Audit Commission has considered us to be providing a 'fair' service with promising prospects. We believe that it is possible to become a three star service. The Council is giving full support, and has approved an improvement plan of measures; increasing resources where they are needed to bring forward rapid responses to key concerns.

The Council is also a leading edge thinker on the opportunities for regeneration and estates improvement in the Borough. Working closely with the London Mayor we also hope to transform the opportunities for residents by encouraging investment, better land use and new employment. You will be part of this bold and imaginative vision. It is a great place to be and a great opportunity for managers who see themselves leading the thinking in London in the future.

### ***Strong Communities, Excellent Services, Decent Homes***

H & F Homes Ltd is a company controlled by the London Borough of Hammersmith and Fulham.  
Registered in England with registration number 04948654. Registered offices Riverview House, Beavor Lane, London W6 9AR.  
Chief Executive: Nick Johnson.

We are looking for the most energetic, inspiring and determined managers. You may not necessarily have many years of experience in local authority work – that is not the key criterion. We want to recruit managers with the ability to see the possibilities for better services – the passion to achieve it, and the skills to raise service standards through effective motivation and encouragement of our staff.

If you have the ambition we are seeking, and would like to talk informally about these opportunities, I would welcome the chance to convince you to apply.



**Nick Johnson OBE**  
**Chief Executive**  
**Hammersmith and Fulham Homes**

**London Borough of Hammersmith & Fulham**

Councillor Stephen Greenhalgh  
Leader of the Council

Room 225, Hammersmith Town Hall, King Street, London W6 9JU

Tel: 020 8753 1077

Email: [stephen.greenhalgh@lbhf.gov.uk](mailto:stephen.greenhalgh@lbhf.gov.uk)

Web: [www.lbhf.gov.uk](http://www.lbhf.gov.uk)



**To: Applicants for the H&F Homes posts of  
Director of Housing Services  
Director of Property Services**

July 2008

LDR/SG/LA

Dear Applicant,

Improving the quality of life on our estates is one of our biggest priorities. We have set out a new vision to regenerate our most deprived neighbourhoods, create more jobs and provide better educational opportunities. The Council and Hammersmith & Fulham Homes is working together to make H&F a borough of opportunity for all. We have a new working relationship, new business plan and fresh impetus.

The Council is already one of the highest performing authorities in Britain, delivering quality services and value for money for residents. We want to ensure that tenants and leaseholders receive the same quality of service. That's why we have approved new budgets and brought in new management structures to ensure this happens.

Already much work is happening. We have established joint programmes to tackle anti-social behaviour and enhance estate security through more effective local policing. We are also working hard to ensure that our tenants and leaseholders benefit from the development opportunities around them, potentially injecting millions of pounds of investment into our neighbourhoods.

Your role will be crucial to the successful outcome of these ambitions. We want an integrated approach which will be sustainable in the longer term; driving up service standards and providing new opportunities in the Borough of Opportunity in the years to come.

If you would like to play a part in this demanding and exciting vision you should apply for the chance to make a difference. You will be part of a team with the determination and capacity to succeed.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Stephen Greenhalgh', written over a white background.

**Councillor Stephen Greenhalgh  
LEADER OF THE COUNCIL**