



HOUSING CONSULTANCY & INTERIM SUPPORT

HELPING ORGANISATIONS DELIVER GREAT HOMES,
EXCELLENT SERVICES & REAL IMPACT FOR RESIDENTS



EXECUTIVE LEADERSHIP | SERVICE DEVELOPMENT
TRANSFORMATION

HOW I CAN HELP?

EXPERIENCED LEADERSHIP | PRACTICAL SOLUTIONS | LASTING IMPACT

Housing organisations are balancing rising expectations, regulatory demands, financial pressure and the need to keep improving services for residents.

I provide strategic and operational consultancy and interim leadership across the social housing sector, helping organisations strengthen performance, create capacity, lead change and turn strategy into delivery.

With over 30 years' housing experience, I combine Executive and Director-level leadership with detailed operational knowledge across housing, property and customer services.

I work with Housing Associations, Local Authorities, Approved Housing Bodies, Boards and Executive Teams.

Lisa Nicholls FCIH

CLIENTS BRING ME IN WHEN THEY NEED:

- ✓ Experienced senior leadership at pace.
- ✓ Independent expertise on a complex service challenge.
- ✓ Support to redesign or transform services.
- ✓ Additional capacity to move a priority programme forward.
- ✓ A practical, resident-focused perspective.

*Whatever the brief,
my focus is clear:
understand the
challenge quickly,
work collaboratively
and deliver practical
improvements
that last.*

INTERIM SUPPORT

EXPERIENCED LEADERSHIP WHEN YOU NEED IT MOST.



Periods of transition, organisational change or increased pressure require leadership that can quickly create clarity, stability and momentum.

I provide Executive and Director-level interim support across housing, property and operational services, bringing strategic oversight alongside a strong understanding of frontline delivery.

My role is not simply to hold a position: I work to strengthen leadership, move priorities forward and leave the organisation in a stronger position.

FLEXIBLE SENIOR LEADERSHIP AND CONSULTANCY SUPPORT:

- ✓ Consumer Regulation and regulatory standards.
- ✓ Strategic and operational reviews.
- ✓ Target operating model and service delivery redesign.
- ✓ Establishment of new services, including internal maintenance, social enterprise and commercial services.
- ✓ Strategic and operational leadership of multidisciplinary functions across housing management, supported and specialist housing, landlord safety and compliance, repairs, and asset investment.
- ✓ End-to-end business and service transformation.
- ✓ Responsive repairs service transformation across DLO, in-house, subcontracted and cost-sharing group delivery models.
- ✓ Leadership of strategic and cultural change.
- ✓ Leadership and coordination of complex programmes.

TRANSFORMATION

TURNING STRATEGY INTO PRACTICAL, SUSTAINABLE CHANGE.



Transformation works when people, services, systems and accountability are aligned around a clear purpose.

I help organisations move from identifying the need for change to designing and delivering improvements that work in practice.

My approach combines strategic thinking, operational experience and collaborative leadership.

The outcome: better designed services, clearer accountability, stronger performance and improved experiences for residents.

SUPPORT CAN INCLUDE:

- ✓ Target operating model development.
- ✓ Service delivery model redesign.
- ✓ Organisational and service design.
- ✓ Business and service transformation.
- ✓ Performance and efficiency improvement.
- ✓ Strategic and cultural change
- ✓ Complex programme coordination.
- ✓ Stakeholder alignment
- ✓ Implementation planning and delivery.

SERVICE DEVELOPMENT

STRENGTHENING HOUSING AND PROPERTY SERVICES.

High-quality services depend on clear leadership, effective processes, good data and a strong understanding of residents' needs.

I provide independent expertise to review, develop and strengthen housing and property services, whether the requirement is a focused service review or wider organisational improvement.

Support can include service reviews, performance improvement, new service models, policy and process development, implementation support and leadership capacity.

AREAS OF EXPERTISE INCLUDE:

- ✓ Housing and asset management.
- ✓ Repairs, maintenance, safety and compliance.
- ✓ Customer and community engagement.
- ✓ Income collection and tenancy sustainment.
- ✓ Supported housing and social enterprise.
- ✓ Service transformation and leadership development.



The aim is always the same: efficient, effective, compliant services that deliver better outcomes for residents.

HOW I WORK

STRATEGIC THINKING GROUNDED IN OPERATIONAL REALITY.



I bring deep housing knowledge, leadership experience and practical operational understanding to every assignment.

I work collaboratively with Boards, Executive Teams, colleagues, customers and partners to understand the organisation, identify what needs to change and develop solutions that can genuinely be delivered.

WHAT YOU CAN EXPECT:

- ✓ **Clarity:** an independent view of the issues, priorities and opportunities.
- ✓ **Practicality:** recommendations grounded in operational reality, not theory.
- ✓ **Partnership:** working alongside your people and building ownership of change.
- ✓ **Delivery:** a strong focus on turning plans and strategies into action.
- ✓ **Resident focus:** keeping homes, services and resident outcomes at the centre of decision-making.

EXPERIENCE & CREDIBILITY

OVER 30 YEARS SUPPORTING THE HOUSING SECTOR.

My experience spans 30 years at strategic leadership, operational delivery, service transformation and organisational improvement across housing and property services.

I'm a Chartered Housing Professional that holds several housing qualifications that includes CIH level 5. I have held Executive and Director-level responsibilities and bring Board and Non-Executive experience, giving me a broad perspective on strategy, governance, performance and delivery. I bring an experienced, calm and collaborative approach, with a strong commitment to service excellence and positive outcomes.

PROFESSIONAL CREDENTIALS

Fellow of the



Member of



RECOMMENDATIONS

"An outstanding leader and housing professional."

Helen Scurr FCIH

Company and Executive Director,
ARK Consultancy Limited

"Strong strategic insight with a practical understanding of service delivery."

David Powell FCPFA

Non-Executive Director

"Skills in housing management ... managing negotiations."

Angie Marshall-Smith

Partner, Abovo-Consult





LET'S START A CONVERSATION

WHAT DOES YOUR ORGANISATION
NEED TO ACHIEVE NEXT?

You may be facing a specific service challenge, planning transformation, requiring additional Executive capacity or looking for an experienced independent perspective.

I would be pleased to have an initial conversation about what you need to achieve and how I can help.

Lisa Nicholls FCIH
Strategic Housing Consultancy & Interim Leadership

Visit my website



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