

## **L&Q announce Executive Director resignation**

L&Q has announced that Matt Foreman, Executive Group Director for Customer Services, will be leaving the organisation to take on a new role as Chief Customer Officer for Great Places in Manchester.

Mr Foreman joined the L&Q Group in 2022 as Interim Director of Operations and Integration at Trafford Housing Trust (THT), where he brought the two organisations together following L&Q's acquisition of THT in 2019. In 2023 he was appointed to L&Q Executive Group Director - Customer Services.

Fiona Fletcher-Smith, L&Q Group Chief Executive, said: "Matt has made a huge contribution to improving the way we serve residents and we'll be very sad to see him go. During his time as a Group Director, he has led work to transform the way we handle complaints, increased the size and capability of our Housing Management teams, secured millions of pounds worth of additional income and social value for residents through the L&Q Foundation, and delivered our award-winning supported living offer through L&Q Living. Most recently Matt has been at the forefront of our achieving compliance in our first-ever consumer grading from the Regulator of Social Housing."

Matt Foreman, Executive Group Director for Customer Services said: "Working with L&Q and the communities we serve has been a privilege which I have given my absolute dedication to, but balancing my family life in Scotland with work commitments hasn't always been easy so it's the right time for me to move on. I'm thrilled to be able to continue championing better services for social housing residents at Great Places, and am looking forward to joining their team."

Mr Foreman will remain at L&Q until March 2026, or until a successor is appointed. L&Q intend to begin recruitment to his role immediately.

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