

Sharon Burns appointed as L&Q's Executive Group Director, Customer Services

L&Q has announced that Sharon Burns will take up the role of L&Q's Executive Group Director - Customer Services from the new year. Her appointment follows the September announcement that the current Executive Group Director for Customer Services, Matt Foreman, will be stepping down from his role in the new year to take up the position of Chief Customer Officer for Great Places in Manchester.

Sharon has over 30 years' experience in the housing sector and is currently L&Q's Customer Service and Revenue Director. She has previously held director roles in customer service and housing management for both L&Q and Trafford Housing Trust, which she joined in 2006. Sharon is also a Board Member at Southway housing association.

Fiona Fletcher-Smith, L&Q Group Chief Executive, said: "I'm absolutely delighted to welcome Sharon to the Executive Group. She has already been at the forefront of major customer service improvements at L&Q, such as a return to a more localised, patch-based housing management structure, and reducing our outstanding complaints by over 2,000.

"In her new role she will lead strategic priorities, including service design work to ensure that our housing managers are able to focus on the things that matter most to residents, improving the effectiveness of our complaint management approach, and addressing key areas highlighted by our recent regulatory inspection, such as the way we deal with anti-social behaviour."

Sharon said: "I want to ensure that L&Q's customer service offer is the best it can be, so I relish the opportunity to join the Executive Group and help drive further improvements for residents and customers.

"This role is also responsible for the brilliant L&Q Foundation, which delivered £22m in social value for residents last year, and our award-winning supported living arm L&Q Living. I look forward to leading these, and our dedicated customer service teams as they deliver vital services for residents and communities."

Sharon's appointment follows a rigorous process supported by GatenbySanderson which included stakeholder sessions with members of L&Q's Resident Services Board, the Chairs of the housing association's internal colleague diversity networks and the Executive Group. The Chair of the Resident Services Board sat on the recruitment panel, as well as an independent Recruitment Advocate, who participated as part of an L&Q scheme to further ensure that hiring for senior roles is fair and inclusive.

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