



**Suzanne Muna**

Secretary

The Social Housing Action Campaign

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Ian Ellis  
Board Chair  
Notting Hill Genesis  
Bruce Kenrick House,  
2 Killick Street,  
London N1 9FL

Dear Mr Ellis

11 August 2022

**Re: Appointment of a New Chief Executive**

The Notting Hill Genesis branch of SHAC is aware that Kate Davies, previous chief executive of NHG, is leaving her post. Our members believe that Davies' tenure has been an abject failure. She has not provided the kind of landlord they want and need. Instead, the organisation has become more remote, more highly commercialised, and consistently neglectful of the needs of tenants and residents.

To rub salt in the wound, Davies has been awarded a CBE for her services to housing, illustrating how far the establishment's views, and those of tenants and residents, have diverged.

Our group asks the board to build future changes around their needs. Tenants and residents, the people most affected by NHG's decisions, want a say in the qualities, skills, experience and priorities of their landlord's new leader.

## **SHAC Letter re: Appointment of a New Chief Executive - continued**

NHG tenants and residents want a new CEO who:

- Has spent a significant period living in housing association accommodation.
- Has a lot of humility, understanding, honesty, and integrity.
- Is not so crass that they would hold a party to launch their book on the anniversary of the Grenfell Tower fire.
- Is empathic to the diverse backgrounds and needs of those needing and living in social housing.
- Is not self-serving.
- Is willing to take responsibility when things go wrong.
- Promotes staff on the basis of competence, not favouritism
- Has extensive experience in running an organisation with a good track record serving people.
- Understands technology and knows how to make sure the systems work.

Their priorities on appointment must be:

- Decent homes over commercial development
- Good communication with tenants and residents
- Monitoring staff closely and making sure they do their jobs honestly and properly
- Comprehensive auditing of all the functions of the organisation
- Ensure contractors do their jobs properly
- Invest in proper training for staff and contractors
- Take time to find out how tenants and residents are really experiencing day-to-day contact with NHG
- Making the complaints process fit for purpose
- Making NHG's system transparent
- Establishing proper accountability for NHG's actions

We hope that the board will respect our members' wishes and ensure a new focus for the organisation.

Regards

**Suzanne Muna**

On behalf of SHAC@NHG