

Stroud District Council Housing Service: Organigram

Last Updated: 01/07/2025



Keith Gerrard
Strategic Director of Communities

Email addresses for Officers follow the below pattern:
forename.surname@stroud.gov.uk

To speak with Officers on the phone, please call the main switchboard and navigate to Housing:
01453 766321

All complaints should be directed through our complaints system:
<https://www.stroud.gov.uk/contact-us/complaints-and-feedback/>



Andy Kefford
Strategic Head of Housing



Pippa Stroud
Head of Housing Solutions



Tara Skidmore
Head of Assets and Investment (Council Housing)



Stuart Pattison
Head of Tenant Relationships

Housing Advice

Investment/Asset Management

Independent Living

Homelessness

Property Care

Tenant Relationships

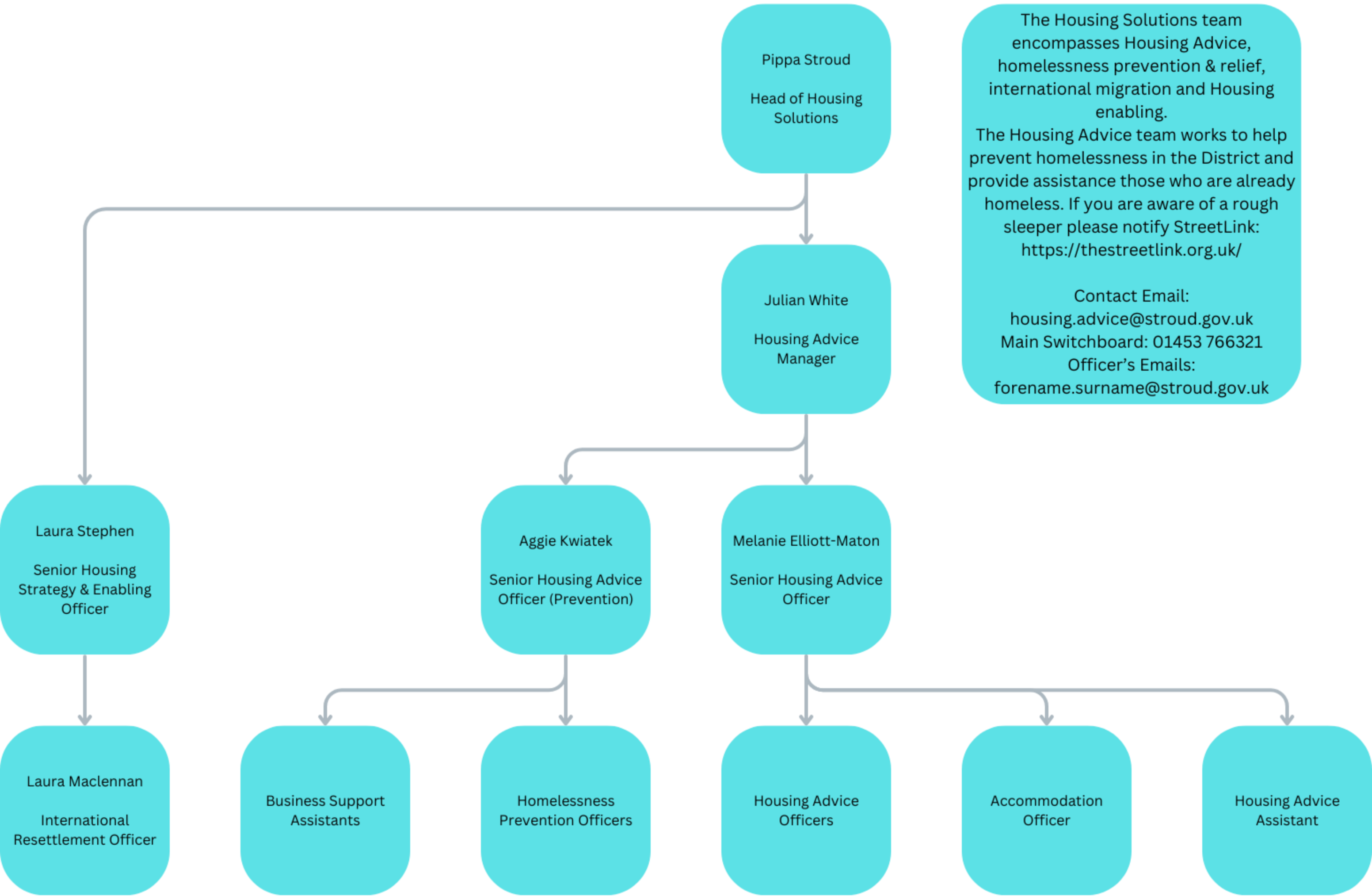
International Migration

Safety, Health & Compliance

Resident Involvement

Housing Enabling

Housing Quality Assurance



The Housing Solutions team encompasses Housing Advice, homelessness prevention & relief, international migration and Housing enabling.

The Housing Advice team works to help prevent homelessness in the District and provide assistance those who are already homeless. If you are aware of a rough sleeper please notify StreetLink: <https://thestreetlink.org.uk/>

Contact Email:
housing.advice@stroud.gov.uk
Main Switchboard: 01453 766321
Officer's Emails:
forename.surname@stroud.gov.uk

Tara Skidmore
Head of Assets & Investment (Council Housing)

The Investment/Asset Management team work on the delivery of Planned Maintenance, such as kitchens, bathrooms, external works, and aids and adaptations. They also review stock data information, and work on the retrofit of Council homes.

Contact Email:
asset.data@stroud.gov.uk
Main Switchboard: 01453 766321
Officer's Emails:
forename.surname@stroud.gov.uk

Jen O'Grady
Customer Insight Officer

Kirsty Hussain
Asset & Sustainability Manager

Connor Ward
Carbon Reduction and Sustainability Officer

Shannon McCrea
Senior Asset Information & Support Officer

Zoe Whitehead
Senior Asset Surveyor

David Gregory
Senior Asset Surveyor

Contracts Assistants

Asset Information & Support Officers

Contract Support Officer

Asset Surveyors

Trainee Asset Surveyor

Asset Surveyor

Stock Condition Surveyor

Housing Contracts Apprentice

Tara Skidmore
Head of Assets & Investment (Council Housing)

The Property Care team is responsible for the day-to-day maintenance & repairs including heating & electrical repairs, and void works.

Contact Email:
property.care@stroud.gov.uk
Main Switchboard: 01453 766321
Officer's Emails:
forename.surname@stroud.gov.uk

Adrian Erwood
Operations Manager

Helen Coughlan
Business Support Manager

Phil Whitehead
Senior Team Leader

Martin Holmes
Senior Team Leader

Ashley Heal
Heating and Electrical Manager

Amanda Merrett
Senior Resource Planner

Customer Service Apprentice

Contract Assistance Officers

Team Leader

Team Leader

Daren Freem
Senior Electrical (Qualifying Supervisor)

John Brown
Lead Engineer

Resource Planners

Plumber

Multiskilled

Carpenters

Multiskilled

Plumber

Maintenance Electrician

Heating Engineers

Plumber Apprentice

Apprentices

Tara Skidmore
Head of Assets &
Investment (Council
Housing)

Jonathan McKinlay
Safety, Health and
Compliance Manager

Trainee Safety, Health
& Compliance Officer
(Vacant)

Safety, Health &
Compliance Officers

The Safety, Health & Compliance team is responsible for ensuring SDC's housing stock meets regulatory compliance needs. This includes (but is not limited to) the health & safety of stock, asbestos concerns, fire safety, legionnaires, and radon.

Contact Email:
tenant.healthandsafety@stroud.gov.uk
Main Switchboard: 01453 766321
Officer's Emails:
forename.surname@stroud.gov.uk

The Independent Living team are responsible for the management, upkeep, and maintenance of SDC's Independent Living sites (Housing specifically for people aged 55 and over).

Contact Email:
independent.living.office@stroud.gov.uk
Main Switchboard: 01453 766321
Officer's Emails:
forename.surname@stroud.gov.uk

Stuart Pattison
Head of Tenant Relationships

Lynne Mansell
Service Delivery Manager (Independent Living)

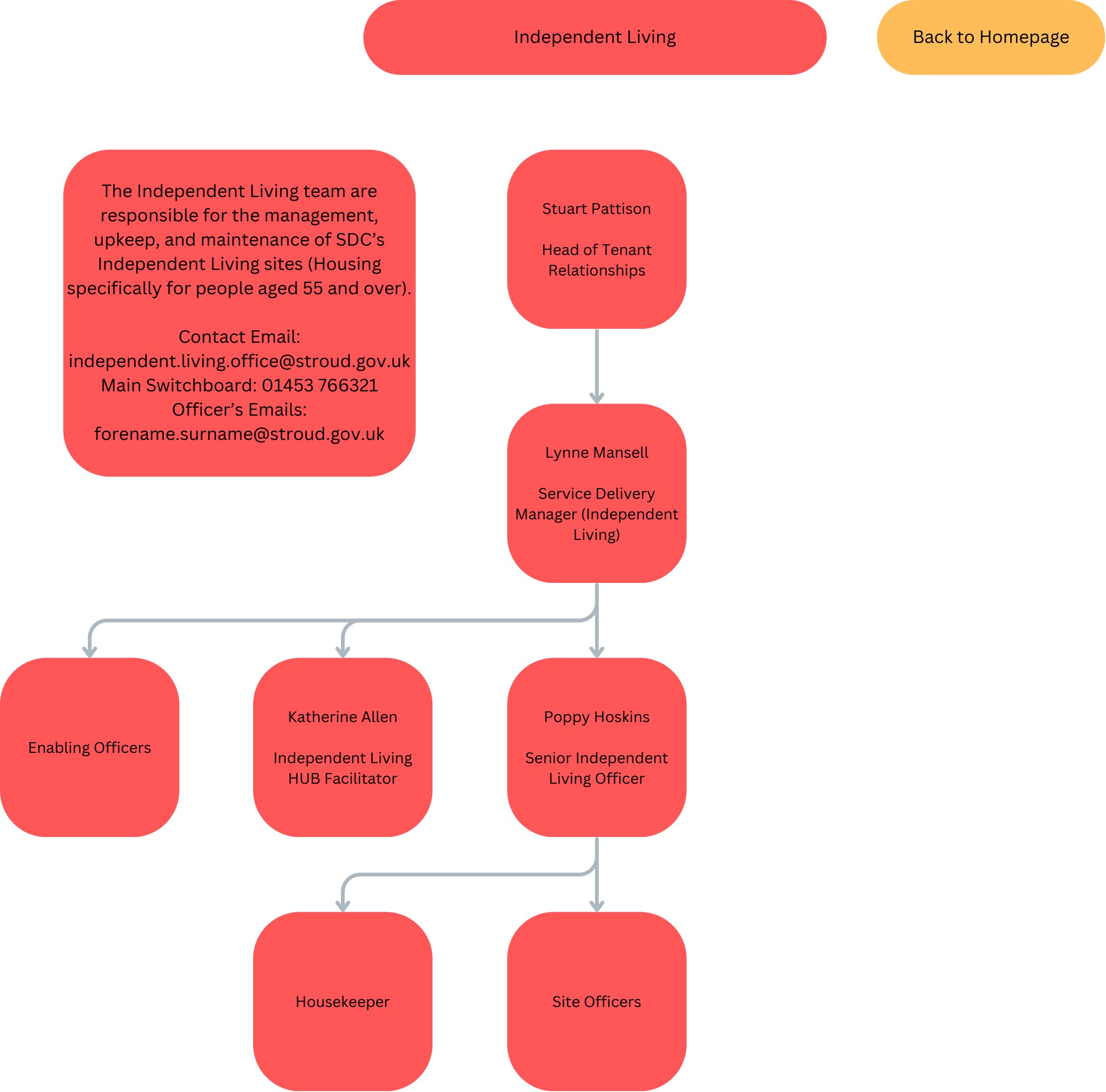
Enabling Officers

Katherine Allen
Independent Living HUB Facilitator

Poppy Hoskins
Senior Independent Living Officer

Housekeeper

Site Officers



The Tenant Relationships team manage SDC's tenants and ensure their needs and requirements are catered for. Housing Officers are assigned areas of the District to oversee. Provides housing & estate management services for SDC's general needs housing stock (e.g. ASB, lettings)

Contact Email:
housing.management@stroud.gov.uk
Main Switchboard: 01453 766321
Officer's Emails:
forename.surname@stroud.gov.uk

Stuart Pattison
Head of Tenant Relationships

Michelle Elliott
Tenant Relationship Manager

Craig Sulley
Senior Tenancy & Sustainment Officer

Manjit Kaur
Senior Housing Officer

Clinton Davies
Senior Housing Officer

Charlie Mosse
ASB & Enforcement Officer

Business Support Assistant

Tenancy & Sustainment Officers

Income Recovery Officer

Housing Assistant

Housing Assistant

Please be aware that Housing Officers and their areas are subject to change. This information will be continue to be updated.

Fraya Nicholls
Housing Officer
Patch 1: Paganhill

Joanna Cole
Housing Officer
Patch 2: Stonehouse

Nicola Williams
Housing Officer
Patch 3: Stroud, Uplands, Rodborough, Painswick, Cranham, Miserden

Claire Dyer
Housing Officer
Patch 4: Cam, Coaley, Stinchcombe, Slimbridge, Brookthorpe, Hardwicke, Upton St Leonards, Haresfield

Cyndy Pinnock
Housing Officer
Patch 5: Dursley, Uley, Chalford, Bisley, Frampton

Janice Sanders (temp) / Rachel Flintham
Housing Officer
Patch 6: Minchinhampton, Nailsworth, Horsley, Nympsfield, Woodchester, Whiteshill, Thrupp

Rebecca Woodward
Housing Officer
Patch 7: Berkeley, Wotton under Edge, Ham & Stone, Hamfallow, Kingswood, Hillesley & Tresham, Alkington, Sharpness, Newport, Saul, Arlingham, Elmore

Lisa Rogers
Housing Officer
Patch 8: Cashes Green, Leonard Stanley, Eastington, Frocester, Whitminster, Randwick

The Resident Involvement team work with SDC's tenants and host events to ensure that tenant voices are heard and feedback acted upon.

Contact Email:

resident.involvement@stroud.gov.uk

Main Switchboard: 01453 766321

Officer's Emails:

forename.surname@stroud.gov.uk

Stuart Pattison

Head of Tenant Relationships

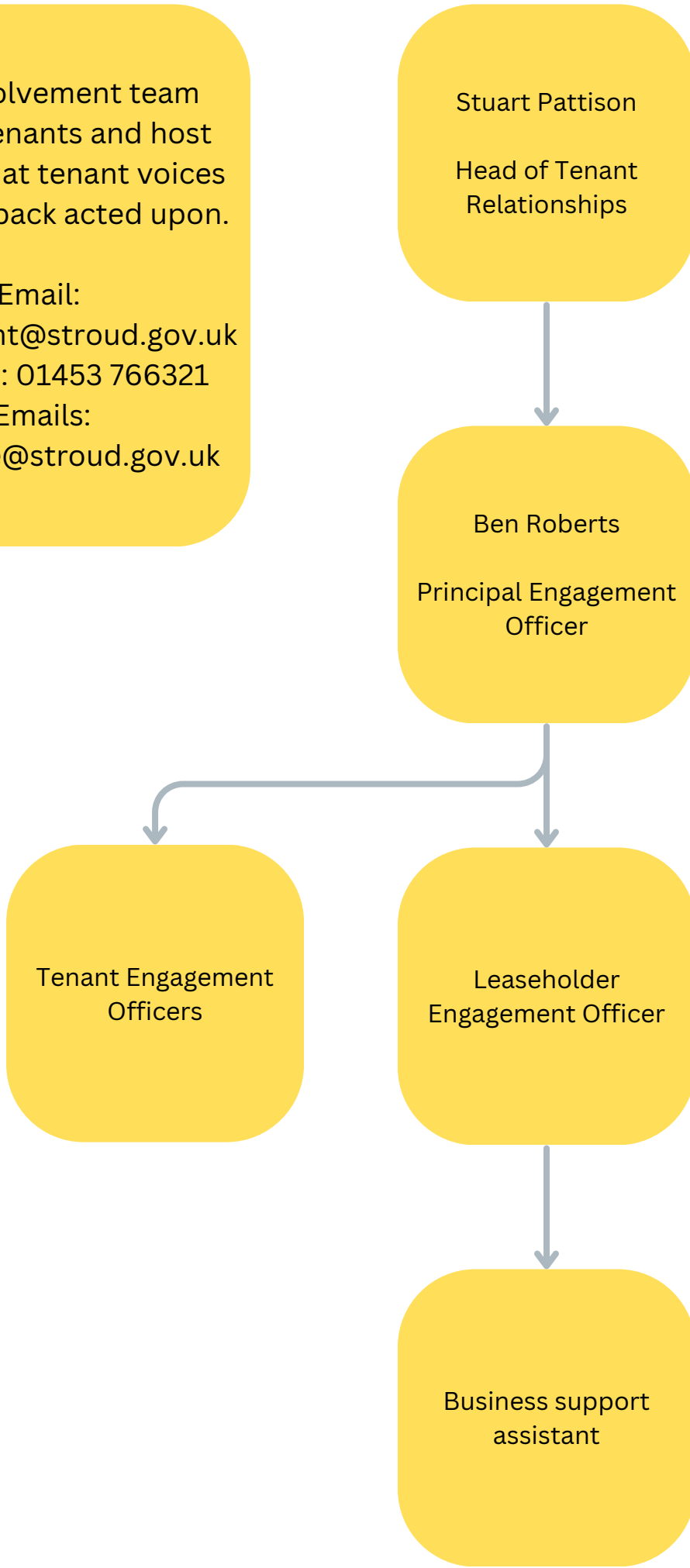
Ben Roberts

Principal Engagement Officer

Tenant Engagement Officers

Leaseholder Engagement Officer

Business support assistant



The Quality Assurance team provides support to ensure the housing service meets its regulatory requirements, including to external bodies such as the Social Housing Regulatory Ombudsman. They also support Performance Monitoring and systems development.

Contact Email:

housing.systems@stroud.gov.uk

Main Switchboard: 01453 766321

Officer's Emails:

forename.surname@stroud.gov.uk

