

Appendix B



Phil Morgan BSc CMCIH

Apartment 146, NV Buildings, 98 the Quays, Salford M50 3BD

Website www.philmorgan.co.uk

Mobile Number 07831-131021

Email pjsunited@gmail.com

Experience

I have worked at a senior level in housing for 17 years including 9 years as Chief Executive of TPAS and then 2 years as Executive Director of Tenant Services at the TSA, the social housing regulator.

Career to date

2010 to date Director, Phil Morgan Limited

Working in resident scrutiny, resident involvement and regulatory compliance.

Current clients include:

- C&C – setting up, recruiting, reviewing, training and mentoring their Scrutiny Panel since 2010. Review of resident involvement and consumer compliance.
- Genesis HA – setting up, recruiting, training and mentoring their Scrutiny Panel since 2015, setting up and closing Service Reviews and training staff.
- Kingston Council – training staff, setting up and closing Service Reviews, mentoring their Scrutiny Panel.
- Rooftop Housing Group – recruitment of Scrutiny Panel and developing an on-line Forum.

Former Clients include:

- LB Hammersmith and Fulham – written review of Resident Involvement including setting up and recruiting to their Scrutiny Panel
- Medway Council – reviewing their approach to tenant involvement & scrutiny
- Waltham Forest HA – full governance review and consumer regulation check.
- Wrekin Housing Trust – co-regulation review and consumer regulation check
- Rooftop Housing Group – impact assessment of their resident involvement
- Jephson – *Winner of Best Newcomer category* at Customer Service Involvement Awards, setting up, recruiting and reviewing their Scrutiny Panel.
- LB Croydon – *Runner Up of Best Resident Scrutiny Panel South* at Customer Service Involvement Awards training, setting up and closing Service Reviews,

Judge for the Housing Innovation and Excellence Awards, and Customer Scrutiny and Involvement Awards 2016.

2009 - 2010 Executive Director Tenant Services, Tenant Services Authority (TSA), the Social Housing Regulator

I was one of the team of three who led the detailed development of the new Regulatory Framework and worked with the TSA Board on its content.

1999 - 2009 Chief Executive Tenant Participation Advisory Service (TPAS)

I was responsible to the TPAS Board for the operation of TPAS business in support of its mission, led relationships with all the leading external stakeholders and Government ministers in housing and beyond. Inventor of Tenant Scrutiny.

1998 - 1999 Assistant Director Centre for Local Economic Strategies

1982 – 1998 Government Office North West & North West Development Agency

Education and Professional Qualifications

- Chartered Institute of Housing Distinguished Professional 2008
- Mersey Common Purpose Graduate
- BSc (Honours) Liberal Studies In Science 2:2 Manchester University 1981

Non-Executive positions of note

- Chair Salford Healthwatch 2016 to date
- New Prospect Homes ALMO Board Member 2004-2006
- Wulvern Housing Board Member 2010 to date and Chair 2016 to date
- Trafford MBC Councillor 1986 – 1992
- Chair of Old Trafford Primary School Governors 1994-1998