WELWYN HATFIELD

Housing Management Responsibilities

COLLABORATIVE OPEN RESPONSIBLE EXCELLENT CORE

Ka Ng
Chief Executive

Zayd Al-Jawad
Executive Director
Place

Richard Baker
Executive Director
Finance & Transformation

Sue McDaid
Executive Director
Resident Services & Climate Change

Matt Wilson
Assistant Director
Planning

Kirsten Roberts
Assistant Director
Customer Service & Transformation
- Tenant Engagement & Communication
- Complaints
- Customer Service
- Performance & Project Management

Emma Walker
Assistant Director
Public Realm
- Garages

Damian Etheraads
Assistant Director Leisure, Community & Cultural Services
- Housing Options & Allocations
- Homelessness
- Independent Living

Starting August 2026

Ben Trueman
Assistant Director
ICT & Digital Services
- Housing Systems
- Websites

Janice White
Assistant Director
Homes & Neighbourhood
- Housing Repairs & Building Safety
- Investment Programme Delivery
- Neighbourhoods
- ASB & Community Safety Partnerships

Geoff Sampson
Assistant Director
Regeneration & Economic Development
- Affordable Housing

Helen O'Keeffe
Assistant Director
Finance
- Housing Income
- Home Ownership

Sharon Harte-Andrews
Head of Human Resources & Organisational Development

Gavin Ramtohal
Assistant Director
Legal & Governance