

You Said, We Listened – We’re Making Changes to Improve Your Repairs Service **January 2026**

During January 2026, we said goodbye to the role of Asset Manager. After listening closely to resident feedback about the quality of our maintenance service, we recognised that we needed to make significant changes to how our repairs and compliance teams are structured and how they work.

To help deliver a better, more local and responsive service, we are introducing a new regional model and strengthening the teams that support it.

What's Changing?

We are pleased to share the following updates:

- We have appointed Edd Mugridge as Regional Manager for the North and he will be leading the delivery of repairs across the region.
- We have also appointed Martin Nolan as a Surveyor in the North.
- We have successfully recruited Regional Managers for the South and the Southwest, and we are currently awaiting their start dates.
- Recruitment is underway for the remaining surveyors across each region.

These changes have been made directly in response to the feedback you shared with us about delays, communication and the quality of repairs. Thank you for continuing to tell us what’s working and what isn’t – we are acting on it.

A Message from Scott Johanson, Head of Asset Management

“We took a difficult decision, based on customer feedback, to change the structure of the service so that we can deliver the experience you expect from us. We are in the middle of recruiting a new team, and some new faces will be joining us over the next couple of months. It’s an exciting time, please watch this space for further updates. We’ll do our best to ensure the service does not suffer during this period of change, but for now, please continue to report repairs as usual to the Customer Service Team or your local staff.”

What Happens Next?

Over the coming weeks, we will publish:

- Photos of your new regional teams
- Contact details
- More information about how the new structure will work

Repairs – How to Contact Us

You can report repairs at any time:

- Online: salvationarmyhomes.org.uk
- Customer Service Centre: 0800 970 6363
- Through your local team member