

2025

Where Innovation Meets Compliance



AM HOUSING
COMPLIANCE SOLUTIONS



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Your strategic partner for housing, compliance, and engagement.

Solving today's housing challenges requires a fundamental shift in thinking. Too often, the most promising strategies die in the gap between the boardroom and the front line. It's a familiar story: a brilliant vision is hampered by operational realities—the friction of disjointed processes, poorly implemented technology, and disengaged teams. True transformation requires a unified system that aligns **your processes, your platforms, and your people.**

At AMHCS, we make that alignment happen. Through years of deep sector experience, we have identified **five critical gaps** that consistently hinder progress in the housing sector. In response, we have relentlessly built an integrated set of best-in-class capabilities designed to finally bridge these gaps, providing the critical link between your strategic objectives and their successful implementation.

How We Work?

Think of us as a **Special Ops Task Force**—rapidly deployed to scope, define, and deliver solutions for your **most challenging** operational, compliance, and engagement problems. Each mission draws on the right mix of our core capabilities. Whether you need a surgical solution using a single capability or a broader strategic impact by combining several, you are in control, ensuring the solution is perfectly aligned with your priorities, budget, and desired outcomes.

Why AMHCS?

Our Capabilities: Closing the Five Critical Gaps

1. **The Strategy Gap:** Where organisations lack a clear, data-driven roadmap.

- **Our Solution: Strategic Consultancy.** We architect a clear, actionable strategy that serves as your north star, navigating compliance, service and engagement challenges.

2. **The Engagement Gap:** Where a disconnect exists between a provider's vision and the residents and staff who must believe in it.

- **Our Solution: Strategic Communications.** We build trust and drive collective action by translating complex plans and regulatory requirements into clear, compelling narratives that engage and inspire.

3. **The Capability Gap:** Where teams are asked to execute a new vision without the new skills required to do so.

- **Our Solution: Training & Development.** We partner with L&D to empower your people and develop your leaders, turning your teams into a continuous driver of performance.

4. **The Execution Gap:** Where brilliant strategies falter not in their conception, but in their implementation.

- **Our Solution: Adaptive Project & Programme Management.** We fuse Agile speed, Lean efficiency, and Waterfall consistency with integrated change management to turn your vision into a reality.

5. **The Technology Gap:** Where off-the-shelf software creates bottlenecks instead of solving problems.

- **Our Solution: Tailored Digital Tools.** By applying a human-centred design process, we create modern tools that are a true departure from the outdated industry standard—intuitive, user-friendly, and designed for enthusiastic adoption, not reluctant acceptance.

The Power of Integration

While each capability is powerful on its own, the true value of AMHCS lies in how they connect. Every engagement draws on the right mix—sometimes technology-heavy, sometimes people-focused, often both—to deliver results that last.



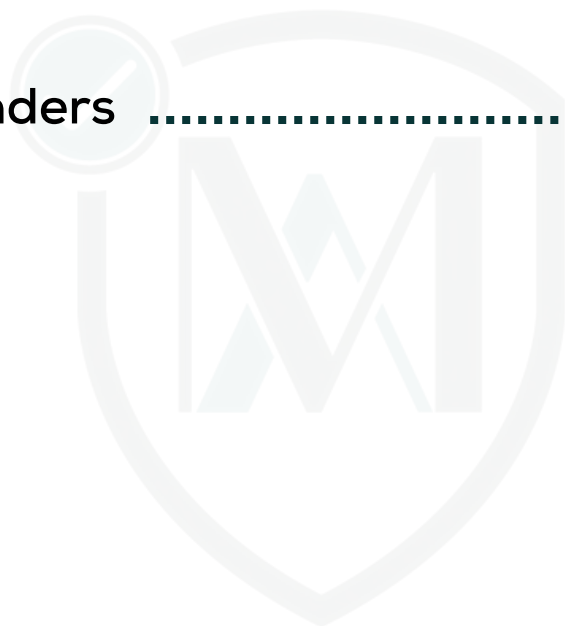
What We Do



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Consultancy

We provide strategic insight that creates real clarity. By applying our unique toolkit, which incorporates perspectives such as Systems and Design Thinking, we look beyond isolated symptoms to understand how your people, processes, and technology work together as an integrated whole.

This holistic view allows us to pinpoint the true root causes of complex challenges. Then, using rigorous, innovative, data-driven principles, we define exactly where to focus your efforts to eliminate what's not working, optimise what is, and deliver measurable, repeatable results.



Our expert analysis and services include:

- **Strategic Service Redesign:** A complete review and re-architecture of your services, using process improvement methodologies to build in efficiency and enhance the user experience from the ground up.
- **Holistic Systems Analysis:** Mapping your operational ecosystem to uncover hidden inefficiencies, vicious feedback loops, and the underlying structures that cause recurring problems.
- **Data-Driven Decision-Making:** Providing clear, evidence-based recommendations, underpinned by robust data analysis, to create a confident path forward.
- **Measure What Matters:** We help you strike the crucial balance between what can, and what should, be measured. Our focus is twofold: first, to define the vital few KPIs that drive genuine progress—not the vanity metrics that look good but ultimately create noise. Second, to champion the crucial intangibles, like culture and trust, that can't be fully quantified but ultimately define long-term success.

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Communications

We craft clear, compelling communications that cut through the noise. In a world of information overload, getting your message heard requires more than just words; it demands a strategic approach to storytelling that engages stakeholders, builds trust, and gives residents a meaningful voice.

We translate complex information into authentic narratives that resonate with your audience, fostering genuine connection and driving collective action.



Our communications expertise includes:

- **Strategic Content Creation:** From engaging newsletters and impactful videos to persuasive letters and dynamic digital campaigns, we develop multi-channel content strategies tailored to your specific communication goals and target audience, capturing attention and inspiring engagement.
- **Resident Engagement:** We design and facilitate effective resident engagement, including productive meeting facilitation, insightful consultation events, and interactive workshops that gather valuable feedback and build community.
- **Presentation Design & Delivery:** Whether virtual or in-person, we create and deliver compelling presentations tailored to diverse audiences, from residents and staff to senior leaders, ensuring your message is clear, concise, and memorable.
- **Reports, Strategies & Public-Facing Documents:** We transform dense data and complex strategies into clear, visually engaging presentations and public-facing documents. Written in plain, accessible language, our work ensures your key messages are understood, remembered, and acted upon.

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Corporate Training

We empower your teams and develop your leaders by transforming training from a one-off event into a continuous driver of performance. Rejecting a "one-size-fits-all" approach, we partner with you in one of two ways to achieve this:

A) Strategic L&D Advisory & Implementation: For L&D teams needing to create something new or build internal capabilities, we act as your development partner. We collaborate with you to conceptualise, design, and build bespoke training programmes from the ground up, ensuring they are perfectly aligned with your culture and strategic goals.

B) Expert Programme Delivery: For organisations with a known and defined need, we come in as expert delivery providers, with ready-made, leadership and workforce training programmes that engage your teams, develop critical skills, and achieve your desired outcomes. By unlocking the latent potential in your people, we help you build a resilient, high-performance culture.

Our development services include:

- **Corporate Learning Design, Consultation & Implementation:** We provide expert advisory, consultation, and implementation services for corporate L&D, meticulously modelling methodologies like ADDIE and Universal Design for Learning (UDL). We partner with you to design or refine your in-house training, ensuring all initiatives are inclusive and impactful, and that they deliver a measurable return on investment.
- **Management & Leadership Development Programmes:** We build tailored development pathways that equip your emerging and existing leaders with the strategic foresight, emotional intelligence, and practical skills to navigate complexity, make better decisions, and inspire their teams.
- **Collaborative Group Coaching & Action Learning Sets:** We create structured, facilitated environments—such as Mastermind Sessions and Action Learning Sets. Our group coaching sessions provide a collaborative and supportive environment for shared learning, problem-solving, and personal growth, fostering a culture of continuous improvement.
- **Away Days & Leadership Retreats:** We design and facilitate focused, outcome-driven events that align teams around a common purpose, solve critical service challenges, and provide senior leaders with the strategic space needed to shape the future of your organisation.



Project & Programme Management

We turn your strategic vision into a tangible reality. Great strategies often falter not in their conception, but in their execution. We provide the disciplined, expert oversight required to navigate complexity and drive your most critical initiatives across the finish line. By embedding rigorous governance and transparent communication at every stage, we ensure your projects are delivered on time, on target, and on budget.



Our management services include:

- **End-to-End Project & Programme Delivery:** We take full ownership of high-impact projects, managing every phase from initial business case and scoping through to execution, final handover, and benefits realisation, ensuring your objectives are met.
- **Adaptive Methodology Application:** We are expert practitioners in both Agile and Waterfall methodologies, selecting and blending the right approach to fit the unique demands of your project, providing the optimal balance of structure, speed, and flexibility.
- **Robust Governance & PMO Support:** We establish clear governance frameworks, proactive risk management, and dedicated PMO support to maintain momentum, provide clear stakeholder reporting, and ensure your programmes remain on track, within budget, and aligned to your strategic objectives.

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Software Solutions

Off-the-shelf software often forces you to change your processes to fit the tool. We reverse that. By collaborating closely with your teams, we develop bespoke, intuitive, and delightful solutions that solve real-world problems unique to your operational challenges. This streamlines your workflows, eliminates frustrating bottlenecks, and empowers your people to work more effectively and efficiently.



Our development process features:

- **Co-Designed Custom Tools:** to Ensure Relevance & Adoption: Our software development process is highly collaborative, involving your teams from the outset to ensure the tools align with their day-to-day realities. This means our products are always intuitive, relevant, and enthusiastically adopted by the people who use them.
- **Rapid Development & Pilot Testing:** for Quick Results: Our Agile and Lean development cycle allows you to see and test working versions of your tool quickly. This iterative process results in real-time feedback, ensuring the final product is a perfect fit and delivers value in weeks, and not months or years. Additionally, pilot testing allows for quick deployment and immediate positive impact.
- **Seamless Systems Integration:** to Maximise Value: We build our solutions to communicate flawlessly with your existing IT ecosystem. By ensuring seamless data flow, we eliminate information silos, enhance the value of your current technology, and create a truly unified digital workplace.

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Meet The Founders



Naomi Osei

Chief Transformation, Communications & Delivery Officer
MBA, BSc.(Hons), PRINCE2 Agile

"I add value. Always."

Naomi Osei is a results-driven transformation leader whose work spans building safety management, programme and project delivery, leadership development and stakeholder engagement.

Recognised for her board-level communication and delivery discipline, Naomi brings an uncommon blend of strategic precision and people impact. Her approach is grounded in both academic excellence and practical governance; she holds multiple degrees in Business, graduated as an MBA valedictorian, and is certified in PRINCE2 Agile. These competencies allow her to effectively steer complex programmes, translating strategic intent into tangible results.

Naomi is also recognised as a best-in-class facilitator and presenter. Adept at commanding any audience, she is frequently hired for events ranging from intimate business luncheons to black-tie galas and has, on multiple occasions, addressed arenas with thousands in attendance. Furthermore, she has delivered over 4,000+ hours of specialised leadership, inclusion and psychological-safety programmes to managers, directors and partners in FTSE100 companies including Deloitte, Santander, BP and KPMG, consistently earning top-tier feedback and NPS. Her work has reached global audiences including UK, USA, South Africa, Singapore, India and Ghana to name a few, and includes executive coaching and culture management that shifts behaviour at scale.

It is undeniable that Naomi combines effective strategy with culture-shaping leadership to deliver measurable benefits, ensuring that change is not only compliant but adopted at pace by frontline staff and leaders alike.

“

A phenomenal training facilitator, Naomi's stewardship and delivery of course materials is balanced, engaging, thought provoking, and most importantly fun. She guides and motivates in equal measure, and is undoubtedly the catalyst for successful outcomes. An immensely positive and generous human who will enhance any organisation astute enough to engage her.

Nathaniel M | Link Group

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“

I would like to thank Naomi for her support and excellent coaching. You helped me at a time when I had recently returned to the corporate world following a period of maternity leave. I was dealing with imposter syndrome and self-limiting beliefs...
Your coaching was exactly what I needed to reevaluate and work through what it was that I wanted to get from my next career move.

Michaela C | Metropolitan Police

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The Facilitator was amazing she should do all the Council events, she was so engaging and enthusiastic that it made everyone feel the same. The time went by too quickly.

WELL DONE!

Charmain B | Southwark Council

“

I recommend Naomi's leadership expertise as she hosted several group coaching masterclasses ... Naomi's positive encouragement effectively amplified all voices in the room to have their turn in the spotlight and allowed for impactful brainstorming and subsequent key actions to be followed up, helping to facilitate accountability and individual change in approach to leadership challenges.

Michelle G | Santander

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“

Naomi is one of the most engaging and motivating public speakers I've had the pleasure of seeing in action. Able to turn complex themes into relatable and inspiring content. Capable of working with all levels including c-suite, her coaching style leaves no place to hide in a way that is very supportive and holds you to account for stretching you to be your very best. Naomi is well versed in Leadership Development and how to build and manage high performing teams.

Andy H | TalkTalk

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Victor Acquah

Chief Strategy, Process & Solutions Architect

Lean Six Sigma Black Belt, PgDip User Research & Design

"I translate complexity into clarity, direction & impact."

Victor Acquah is a world-class problem solver, speaker and facilitator, whose strategic vision and product sensibilities have influenced industry on a global scale. Holding the highest Lean Six Sigma certification – the Black Belt – he leverages this mastery of process excellence with a skilful blend of analytical rigour and human-centric design, grounded in deep expertise across UX, Strategy, Systems Thinking and Organisational Behaviour.

As a trusted collaborator to C-suite and divisional leadership, he has orchestrated market-defining projects and guided the development of many award-winning products.

One of his defining accomplishments is the sheer scale of his influence. Victor operates in a professional stratosphere reserved for an exceptionally rare tier of experts. To grasp his impact, one must think in terms of *billions*, not millions. His business and product choices have not only influenced markets but also shaped experiences for billions of users, supported products and infrastructure generating billions in revenue, and enabled billions of critical digital interactions.

As expected, his accomplishments are as numerous as they are impressive, and he boasts a client roster that reads like a who's who of global companies. Notable accolades (partial list for brevity):

- Conceived, managed and implemented the worldwide user-centred, product design process at one of the world's top five publishers, Macmillan Publishing.
- Led the Experience re-design and implementation across AXA Investment Bank's European online portfolio.
- Pioneered the then-emerging discipline of UX Operations for Springer Nature, the world's #1 medical and scientific journal provider, supporting a platform with over 3 billion annual downloads.
- Spearheaded innovation with Yamaha – working on the first-ever hardware-to-software wireless sound app integration, nominated for a TEC Award for Best Wireless Technology.

Without question, Victor exemplifies the fusion of strategic insight, product mastery, and operational excellence.

“

Victor is an exceptional leader in user experience research and design. He is at the top of his field in UX knowledge... The entire credit for the success of Doodle Town goes to Victor for a phenomenal UX on the product. I highly recommend Victor to any leadership role in user experience research and design. No doubt the finest UX researcher and designer I have ever worked with.

Anurag J | Springer Nature

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“

Sometimes you come across someone who is so overwhelmingly talented it appears unfair. Victor is one of these individuals. There is nothing he can't do! Seriously. He is a deep systems thinker, an authority on designing for behaviour change and highly skilled at managing complex projects and initiatives.

Howa N - CPO | ADRA UK

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“When I think of Victor I find myself in awe. He's a bullet-proof problem solver! An exceptional strategist and a great UXer! Did I mention he's one of the most inspiring speakers you'll ever hear? His brilliance will make any product or project better.”

Laith W - PPD | Discovery Channel

“Irreplaceable.”

Paul J - CXO | Macmillan Education

“

Victor's ability to understand an organisation's needs, then design and deliver impactful, results driven projects is second to none.

He's also leagues ahead in his ability to communicate objectives, challenges, ROI, and results to stake holders at the most senior level of an organisation.

I highly recommend him if you want an effective, creative project director, and communicator delivering your projects.

Thomas M | APS

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“

If you want someone who can deliver your next project on time, on budget and to requirements, look no further!

Festus A | Brighton FC (Premier League)

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