



Chartered
Institute of
Housing

Steve Osborne **head of business improvement, Mears Group**

Steve works nationally supporting Mears staff and client housing providers improve services and performance in repairs and maintenance and asset management. Steve has worked in service and performance improvement across most housing provider services for over 20 years. He has previously worked in senior improvement roles for social housing providers and delivered a variety of service and performance improvement projects to social landlords and central government.

