

## Mark MacLean Joined Board 2024

I am relatively new to social housing but already deeply involved and passionate about making a difference. My career started in private sector housing, giving me a unique perspective that I now bring to social housing, with a focus on customer service that began in 2021 at Barrhead Housing. It was here I embraced the challenge of innovation, leading a pioneering project to introduce artificial intelligence to Barrhead Housing, marking my first major contribution to the sector. I am currently broadening my understanding and skills through the GEM Programme, working towards my CIH Level 4 in Housing, and have recently completed the Common Purpose programme for High-Potential Leaders.

My roots are firmly planted in East Kilbride, where I was born and raised. This personal connection fuels my commitment to use my growing experience to positively impact the housing landscape here, striving to contribute to the community that has been a constant throughout my life.