

Join our team



Welcome to Two Rivers Housing

A warm and heartfelt welcome from a team that is committed to making a difference to people's lives in and around Gloucestershire, is what awaits you at Two Rivers Housing.

We are really pleased that you are considering joining us and look forward to meeting you in person. In the meantime, this pack will tell you a little bit more about our organisation.

Warm, safe, affordable homes

Since our creation in 2003, we have been committed to increasing the number of affordable homes available for families in the Forest of Dean, Gloucestershire, and the surrounding area.

I am absolutely thrilled to have recently joined Two Rivers Housing and be working with a team that is committed to delivering great services and increasing the number of affordable homes in our communities.

We are so privileged to be able to work in a community-based housing association and I am excited to build on the impressive legacy established by former Chief Executive Garry King and the team.

Our organisation strategy sets out the four key building blocks that will help us achieve this; provide quality, sustainable homes, deliver a great customer experience, be a great place to work, and remain a strong, viable organisation.

By delivering in these four areas, we will get one step closer to ensuring that everyone has a warm, safe, affordable home.

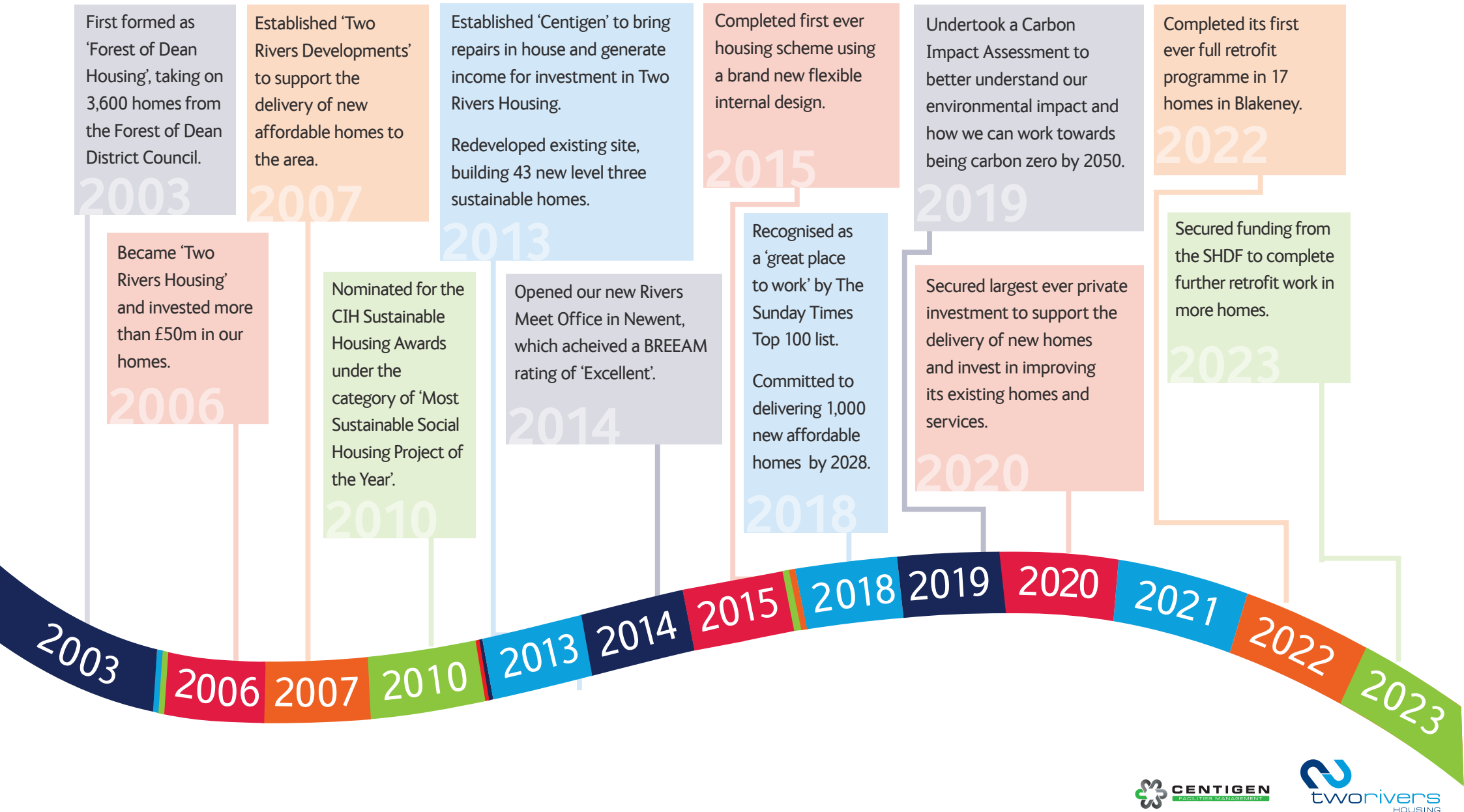
Hayley Selway
Chief Executive



"Everyone should
have access to
a warm, safe,
affordable home
when they need it."

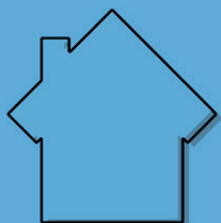


Our history



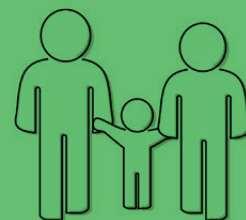
2021-2024 organisation plan roadmap

Our organisation strategy sets four key building blocks that help us focus on the right things. The work we undertake in each of these areas will help move our organisation forward and ensure that we continue to deliver warm, safe, affordable homes in our communities.



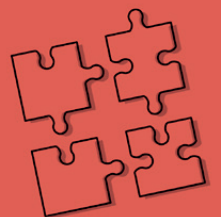
Provide quality, sustainable homes

- We understand our assets and manage them effectively.
- We are investing in improving our homes
- We provide a great repairs service.
- We are reducing our carbon footprint.
- We have a healthy pipeline of new developments.



Deliver a great customer experience

- We understand who our customers are, what they need and respond to them effectively.
- We provide services that are inclusive, fair, and accessible for all.
- We are engaging with our customers in new ways.
- We invest in our colleagues to deliver excellent service.



Be a great place to work

- We are engaged, passionate, and feel valued and trusted.
- We feel empowered to make a difference.
- We have the opportunity to develop and grow.
- We are committed to being diverse and inclusive.



Be a strong, viable organisation

- We understand and manage our costs
- We use data to monitor and manage performance.
- We are growing our organisation
- We are financially strong and well governed
- We make best use of our technology to drive improvements

The Two Rivers Housing Group

The Group consists of Two Rivers Housing Association and two subsidiary companies.



Did you know?

Profits generated by Two Rivers Developments and Centigen FM are returned to Two Rivers Housing Association and reinvested in our affordable homes and tenant services.

Our values

Just as important as what we want to achieve, is how we want to achieve it.

Our values outline the behaviours that we expect from our teams, contractors, and other partners that we work with to deliver our services.



INTEGRITY

We value honesty, sincerity and doing the right thing.



COLLABORATION

We value all contributions and know we achieve more when we share ideas and work together.



AMBITION

We value high standards and seek creative solutions to improve people's lives.



RESPECT

We value, support and respect other people, recognising everyone is different and has the right to hold different views.



ETHICS

We value honourable and conscientious behaviour and always aim to treat people fairly.



Our customers

We want to deliver a great customer experience and ensure that tenants remain at the heart of the decisions we make.

Over the last 18 months, we have invested in our customer engagement team and under-taken work to help us better understand our customers and what they need from us.

In 2023, we launched our Tenant's Voice Group. This group will work closely with our team to review, improve, and co-design services. They will provide assurance to the Group Board that our tenants are being heard and their needs are being considered across the organisation.

As part of this ongoing work, we also revised our customer engagement framework. This sets out how we will engage with tenants and provide opportunities for them to get more involved in our decision making.

Going forward, we will continue work to embed these changes and strengthen the connection between tenants and our organisation.



Creating great homes

We are committed to increasing the availability of affordable housing in our communities.

In 2018, we pledged to build 1,000 new affordable homes by 2028. We are now more than halfway to that total and have a healthy pipeline of development opportunities to make sure we hit that target.

But, we're not just about building new homes.

Over the years we have continued to invest in improving our existing homes. In 2021, we secured a £500,000 government grant to complete a full retrofit pilot project in a small number of our homes in the Forest of Dean. Following the successful delivery of the pilot project, we have since secured funding from the Social Housing Decarbonisation Fund (SHDF) for two more projects, the first of which was completed in 2023.

We have also secured funding from the government's ECO4 fund. This will help us make energy improvements to more than 150 of our homes between 2024 and 2025. This work will help make our homes warmer and more affordable to run – great news for our tenants and the environment.

Did you know? Our purpose-built Rivers Meet office achieved the 'A' energy performance rating, and earned the prestigious BREEAM 'Excellence' standard.



Supporting communities

As a community-based housing association, we are truly part of the local community. Over the years, we have supported many community events and projects, working with local schools, the police, and other community partners.

We are a local employer, providing jobs and opportunities for more than 160 people, supporting local apprenticeship schemes and work experience programmes within our trade and office-based roles.

Wherever possible, we engage with local suppliers to provide the services we need to run our organisation and have invested in community projects across Gloucestershire.

Our community engagement team works with partners including Adult Education Gloucestershire, Forest of Dean District Council Community Builders and the local fire and police services to support our communities.

We also have a long-standing relationship with the local branch of the Salvation Army. Our team provide regular donations to support its initiatives during the year including its annual Christmas Present and Easter Egg appeals.



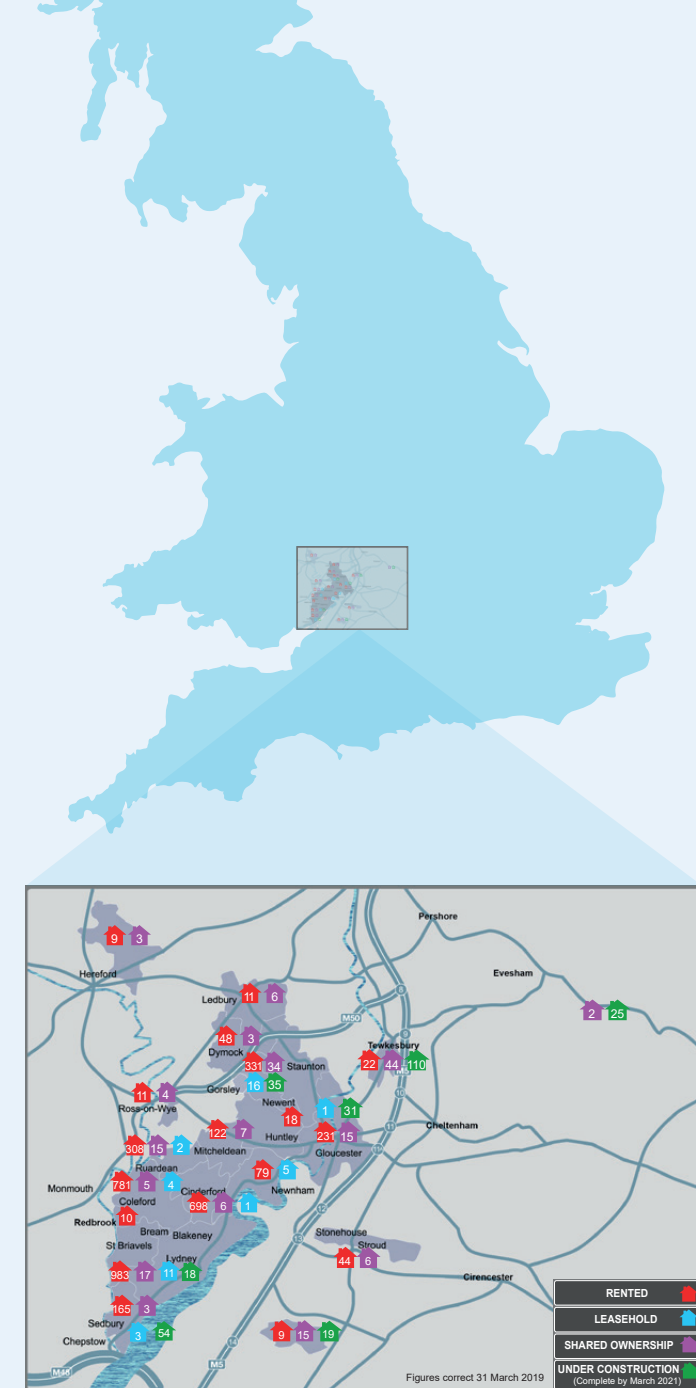
The Forest of Dean

Our Rivers Meet office is located in Newent on the outskirts of the Forest of Dean.

In medieval times the ancient Forest of Dean was a royal hunting spot and many of the Tudor Navy's warships were built using timber sourced from the Forest. During the industrial revolution the area was mined for coal and the old mines and tramways can be found across the area today.

It's home to a wide variety of wild life including wild boar, which occasionally stray on to our properties! Many of our homes are situated in the beautiful villages in and around the Forest.

The Forest of Dean is one of the many stunning places in the County and there are plenty of areas to explore on a family day out, as well as activities such as caving, kayaking and off-roading for the more adventurous!



The Two Rivers Housing Group Board

Our Group Board is made up of a number of people with a wide range of skills and experience in the housing sector and related sectors. It includes a tenant member to ensure that the tenant view is always considered during the decision making process.

The Board sets our organisation's direction and culture and makes sure that decisions are made with our customers best interests at heart. It also ensures that our organisation is managed effectively, efficiently and economically by providing oversight, direction and constructive challenge to our executive team.



Chair: Yvonne Leishman OBE (Retiring in October 2024)

Yvonne is a former President of the Chartered Institute of Housing and Chair of the performance management and benchmarking business HouseMark. She received an OBE for services to housing and is an experienced managing director. Joined the Board in 2017.



Vice Chair: Tim Jackson

Tim is a qualified accountant who has worked in commercial, public, and not-for-profit sectors. He has held executive director positions in a number of housing associations in roles encompassing IT, HR, governance, corporate services, PR and service transformation. Joined in 2018.



Audrey James

Audrey is an Accredited Psychodynamic Psychotherapist and the founder of Restore Counselling & Psychotherapy, a private practice based in Gloucester. Audrey has been a Two Rivers Housing tenant for 15 years and has previously worked as a Housing Officer for the Guinness Trust and Raglan Housing Association.



Ted Pearce

Ted is the Director of Strategic Asset Management at Orbit Homes. He is a Chartered surveyor with 40 years experience in the property and construction industry, and a Fellow of RICS as well as RSA and RGS. Joined in 2019.



Jonathan Higgs

Jonathan has a wealth of experience in the social housing sector and is currently Chief Executive of Raven Housing Trust. Jonathan is also a Director of PlaceShapers, a membership organisation of over 100 community based social housing landlords. Joined in 2021.



Sharon Wilkins

Sharon is the Director of Homes and Communities at Newport City Homes. She is a strategic housing professional, with more than 14 years' experience and significant expertise in the development of customer and engagement strategies. Joined in 2023 and will become a full Board Member in April 2024.



Tim Sharpe (co-opted member)

Tim is a Non-Executive Director and the Chair of our specialist facilities management company Centigen. He has spent his career managing businesses in the property sector and continues to provide consultancy advice to government bodies on public private partnerships. Joined in 2023.



Charlotte Marshall

Charlotte is a serving Non-Executive Director for our specialist facilities management company Centigen. She was previously CEO for Bidvest Noonan and Senior Vice President at Iron Mountain. Joined in 2023.

Our executive team and Assistant Directors

Our executive team consists of the Chief Executive and a Corporate Director of Resources. They are responsible for implementing the Board's policies and direction across the Group and reporting the progress made against these back to the Board.

Our executive team are supported by four Assistant Directors who oversee specific parts of the organisation.

Chief Executive: Hayley Selway



Hayley joined us from Cardiff Community Housing Association (CCHA) in December 2023. During her time at CCHA, Hayley built a values driven, top performing housing association with customers at its heart. Prior to taking on the role at CCHA, she held the position of Executive Director for People and Places at Taff Housing Association where she led on key businesses areas including tenancy services, homes development, organisational development and landlord compliance. She has also had senior roles at Tal Calon Community Housing, Vale of Glamorgan County Borough Council and Blaenau Gwent County Borough Council.

Corporate Director – Resources: Carol Dover



Carol joined Two Rivers Housing in March 2019. Previously Head of Finance at Connexus in Herefordshire. She has also worked in senior finance roles at The University of Worcester, Marches HA and Wyevalle Garden Centres.



Assistant Director of Resources: Lynne Dunstone

Lynne joined Two Rivers Housing in 2020. Prior to joining the Group, she was working in Washington DC for the UK Foreign and Commonwealth Office and had also held the position of Financial Performance Manager at the University of Gloucestershire. She has also worked in finance roles at Knightstone Housing Group and Stonham Housing Association.



Assistant Director of People and Culture: Martin Ward

Martin was appointed to the newly created role of Assistant Director of People and Culture in 2020. Before joining Two Rivers Housing, he had held senior HR roles at Horizon Nuclear Power, Skanska UK and Wincanton. He has also worked for Belcan and Essex County Council.



Assistant Director of Housing: Rachel Smith

Rachel joined Two Rivers Housing in 2003 as a Policy and Performance Officer. She has worked her way up to the position of Assistant Director and supported the organisation in a number of other roles including Business and Support Manager and Head of Housing. Prior to joining, Rachel worked with individuals and families facing homelessness.



Assistant Director of Assets: Chris Watkins (Interim)

Chris joined Two Rivers Housing as a carpenter in 2007. Over the last 17 years, he has worked his way up through the organisation taking on supervisory and team leader roles and developing his knowledge and skill set. In April 2020, he was made Head of Maintenance and then took on the role of Head of Assets and Building Safety in 2022.

In December 2023, he successfully applied for the role of Interim Assistant Director of Assets and was appointed in January 2024.

More about Two Rivers Housing



www.tworivershousing.org.uk



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www.linkedin.com/company/TwoRiversHousing



<https://www.facebook.com/TwoRiversHousing>



<https://twitter.com/TRHousing>

Company registration number: 4263691

Homes and Communities Agency number: L4385

Registered charity number: 1104723

