

# Make a real difference

Join the Tenant's Voice



# Make a real difference in your community

---

- Do you want to learn new skills and gain valuable experience?
- Do you want to improve the experience of you fellow tenants?
- Do you have great ideas on how we can do things differently and improve our services?

## If so, we want to hear from you!

We are looking for a small group of tenants to be part of our new Tenant's Voice group.

As part of the group, you will work closely with our Group Board and managers from across the organisation to drive improvements to our services, share the thoughts and opinions of your fellow tenants and hold us to account.

To support you, we will provide core skills training that will help you provide constructive feedback, effectively challenge our team, review our services, and present your findings in a way that drives change.

You will play a key role in driving improvements for the good of all our tenants.

**Want to find out more? Read on!**



# What is Tenant's Voice?

---

Tenant's Voice is our new tenant led partnership.

Its purpose is to act as the voice of our tenants and ensure that they remain at the heart of our organisation, the services we provide, and decisions we make.

It has a direct link to our Group Board and managers from across the Two Rivers Housing Group and will play a key part in shaping the services we provide to tenants.

Tenant's Voice will work with our teams to review and improve current services. It will also play a part in co-designing new services and making sure we are delivering on our promises.

It will be made up of tenants from across our communities, ensuring we get as many different views and opinions as possible. Using their skills to challenge performance, hold us to account, and influence change, Tenant's Voice will have a key role in shaping the future of Two Rivers Housing.

As part of Tenant's Voice, you will be making a real difference to thousands of families in our communities.



# What are we looking for?

---

As a member of Tenant's Voice, you will be committed to improving our services, passionate about social housing, and act as a champion for all our tenants. You will also be asked to:

- Engage with our teams in a constructive and meaningful way, with a focus on delivering the best outcomes for all our tenants.
- Help us improve our services across the Group, using customer feedback to monitor our performance and suggest changes.
- Use your passion for social housing to develop your own knowledge of the regulations within the social housing sector.
- Gain a good understanding of the financial information relating to how housing services are financed and managed.
- Work with our teams to review and scrutinise our services, to make sure they deliver on our objectives, meet regulatory standards, and deliver Value for Money.
- Represent our customers and their interests throughout the organisation and at our Group Board.



# Your skills, knowledge, and experience

---

Tenant's Voice is all about bringing the real life experiences and views of our tenants into the organisation. We are looking for people that are passionate about social housing and making a difference to their communities.

You will need to attend regular meetings and spend some time reviewing services and creating reports on your findings for our Group Board. The great news is we are putting together a training programme to help you with this – these skills will also look great on your CV.

We also need the group to be effective, so we are looking for people that can:

- Work as part of a team to achieve goals.
- Look at things without bias when reviewing and monitoring services.
- See beyond your personal experience and represent our customers.
- Be empathetic to others and their experiences.
- Provide constructive feedback and ask probing questions.
- Be confident in sharing your ideas and being part of discussions.
- Have a positive, can-do, attitude to finding solutions and working with others.

As part of the role, you may also be provided with sensitive and confidential information. As a result, we need all Tenant's Voice members to uphold confidentiality at all times.



# What will you be asked to do?

---

As a member of Tenant's Voice, you will be asked to make yourself available for two days per month. During this time you will be asked to:

- Attend Tenant's Voice meetings every two months throughout the year.
- Read and review reports and papers ahead of the meetings.
- Review and provide your thoughts on documents, processes, and services.
- Complete the Tenant's Voice training programme.
- Work with members of our team to deliver positive changes.

You will be asked to be part of the group for a minimum of two years, during which time you will receive:

- Ongoing training and support.
- Membership to specialist tenant engagement group Tpas.
- A voucher of up to £150<sup>1</sup> per year for your time.
- Paid travel and mileage expenses for work you do as part of Tenant's Voice.<sup>2</sup>

Where needed, we will also provide technology to help you participate in meetings.

1. A voucher of up to £150 will be gifted to each member. This will be based on the number of meetings attended by the group member (£25 per meeting) and will be paid annually.
2. You will need to complete a claim form and provide relevant receipts to claim these back.



# Who can join Tenant's Voice?

---

To be part of Tenant's Voice, you must be a tenant, leaseholder, or Shared Owner of a Two Rivers Housing home. Alternatively, you must have been living with a tenant, leaseholder, or Shared Owner of a Two Rivers Housing home for the last 12 months.

You also must:

- Be over the age of 16.
- Not have been served with a notice of anti-social behaviour or be living with a tenant or family member that has been served with a notice of anti-social behaviour, in the last three years.
- Not be subject to a possession order or suspended possession order or be living with a tenant or family member that has been served with a possession order or suspended possession order.
- Not be in breach of your tenancy agreement or lease conditions. This includes being behind on your rent or if you have broken any agreement to repay arrears.
- Not be employed by Two Rivers Housing.



# How can you apply?

---

Please ensure you read this pack and understand the commitment you are making before you apply.

Tenant's Voice will play an active role in shaping our services and driving change within the Two Rivers Housing Group, so we need to make sure that you are able to commit to the role fully.

If you would like to apply to become a member of Tenant's Voice, please download and complete the application form and send it to:

Community engagement team, Two Rivers Housing, Rivers Meet, Cleeve Mill Lane, Newent, Gloucestershire, GL18 1DS

Email: [communityengagement@2rh.org.uk](mailto:communityengagement@2rh.org.uk)

Call: 0800 316 0897 and ask to speak to our community engagement team.

**Please send in your application by Friday 6 October 2023.**

## Want to get involved in other ways?

If this role isn't for you, but you'd still like to be more involved please get in touch with our community engagement team.

They will be able to provide other ways you can share your thoughts, ideas, and opinions with us.

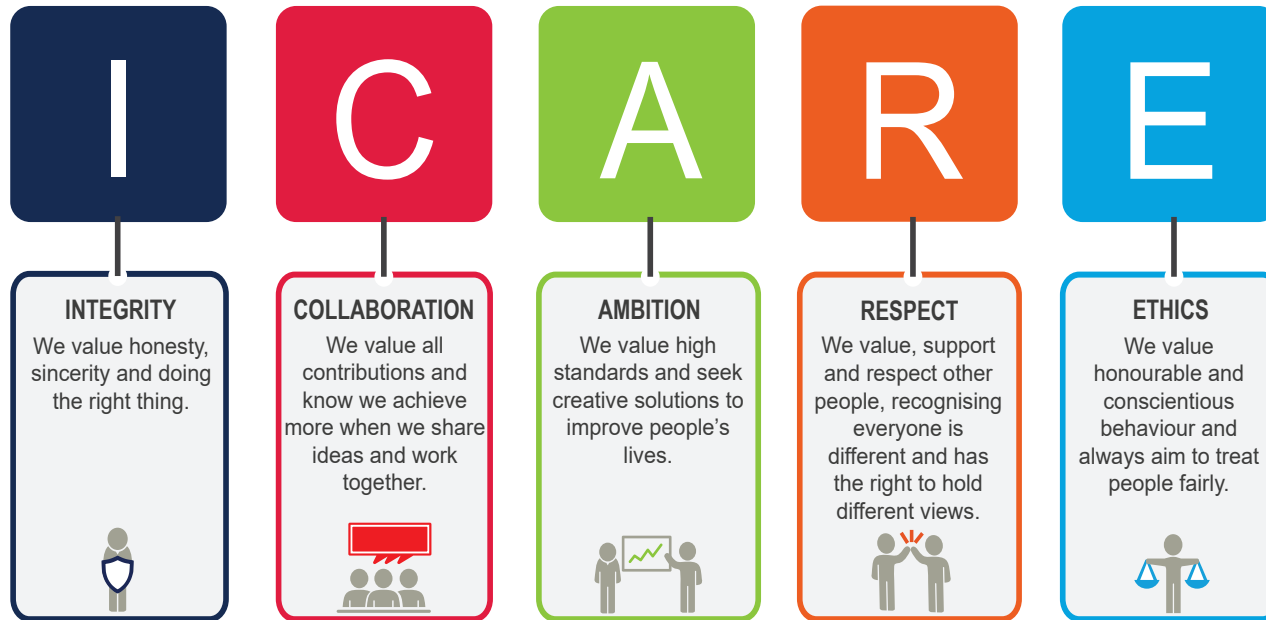




# Our values

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

Our values outline the behaviours that we expect our team and contractors to demonstrate when working with our customers and each other.



# 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 housing 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

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.



## Joint Vice Chair: Susan Holmes

Susan has over 35 years' experience of housing, social care and the voluntary sector. She has expertise in people management, customer engagement, and developing new services. She is involved in her local community and is currently Chair at the local primary school. Joined in 2016.



## Joint 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.



## Rita Jones

Rita originates from Stoke-on-Trent and has followed many varied roles throughout her career. She now lives in a Two Rivers Housing property in Bream, where she enjoys gardening, DIY, cycling and getting involved with as many community activities as she can. Joined in 2016.



## 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



## Tim Sharpe

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 two Corporate Directors. 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 three Assistant Directors who oversee specific parts of the organisation.



## **Chief Executive: Garry King**

Appointed to Two Rivers Housing as Chief Executive in 2002 having led the LSVT from the Forest of Dean District Council. He completed his housing training at Sheffield Hallam University and then became a trainee with Bristol City Council, followed by senior roles in local authorities. Garry will be retiring in January 2024.



## **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 Wyevale Garden Centres.



## **Corporate Director – Property: Ian Atkinson**

Ian will join us in June 2023. He is currently Director of Estates, Facilities, and IT at Milestones Trust. Prior to this, he was Director of Assets and Property Services for Tai Calon and has also held Director level roles at Arda and Monmouthshire Housing Association. Ian is also a Chartered Surveyor.



## **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.

# Equality, diversity, and inclusion

---

We are developing our Equality, Diversity, and Inclusion (ED&I) Strategy to help us strengthen our culture, creating an inclusive environment where colleagues and tenants feel accepted, respected and are able to be themselves. We will help colleagues understand and value people's differences, understand the importance of trust and create an environment where they can raise concerns without fear.

We will work to ensure that we serve and represent our tenants, whatever their circumstance or background and will monitor our progress and publish our performance on a regular basis, alongside an annual summary in line with the requirements of the NHF Code of Governance 2020 and work with specialists to support us on this journey.

An equal, diverse, and inclusive workplace creates a great working environment for our colleagues and the best outcomes for our customers. Our Board is committed to improving its own diversity and drive initiatives to help attract, train, and develop members who better reflect the communities that we serve.

We are committed to understanding who our customers are and their specific needs, to help us ensure our organisation reflects the communities in which we work. In doing so will provide our customers with confidence that we truly understand their needs, can identify, and remove any systematic disadvantage, and will put us in the best position to deliver on our purpose – to ensure that everyone has a warm, safe, affordable home when they need it.




# More about Two Rivers Housing

---

 [www.tworivershousing.org.uk](http://www.tworivershousing.org.uk)

 Rivers Meet, Cleeve Mill Lane, Newent, Gloucestershire, GL18 1DS

 [www.linkedin.com/company/TwoRiversHousing](https://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



**INVESTORS IN PEOPLE™**  
We invest in people Gold

Version 1 (Sep 2023)

