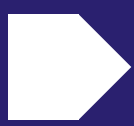
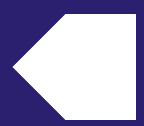


[WELCOME](#) | [ABOUT](#) | [BOARD/EXEC](#) | [THE ROLE](#) | [EXPECTATIONS](#) | [REMUNERATION](#) | [HOW TO APPLY](#) | [COMMITTEE TERMS](#) | [CONTACT US](#)

RESIDENT COMMITTEE RECRUITMENT PACK





WELCOME

Thank you for your interest in joining our new Resident Committee at Railway Housing Association. Railway is an organisation with a unique and proud history, established in 1919 as part of the Homes Fit for Heroes campaign, we are keen to recruit Resident Committee Members that will support Railway in delivering an even brighter future.

We are very proud of our heritage and retain our charitable status whilst being committed to the future provision of accessible homes and services to meet housing need. This is an exciting time to be a founding member of our new Resident Committee at Railway as we set out to deliver our current plan “On the Right Track” which is focused on ensuring good governance arrangements, ongoing regulatory compliance and ensuring that we deliver an excellent resident experience.

With a new chair designate, a committed board and a new leadership team, much progress has been made in the past eighteen months, and we are looking for residents who can support and challenge the organisation to deliver an even brighter future.

Railway has a strong ambition that has been set by the Board to be an organisation that really listens and acts upon the voice of the resident. The Resident Committee will support the Board in meeting its regulatory requirement to comply with the consumer standards and to ensure that arrangements are in place so that the resident voice is heard and acted upon. The Committee will ensure that the voice of the customer is representation and this information is used to inform decisions of the Board.

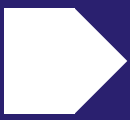
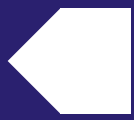
More information about the role, the time commitment and our structure is available in this pack. We are looking to recruit up to six new Resident Committee members and we’re looking for candidates with lived experience of living within a Railway Housing Association home.

The pack gives an overview of some of our key work and our “On the Right Track” plan goes into greater detail about this. We think now is a really exciting time to join us and we believe that this will be a rewarding role, where you can use your skills and experience and have a clear line of sight on the impact. I would like to wish you every success in your application.

Chris Fawcett
Board Chair

Yvonne Castle
Chair Designate





ABOUT RAILWAY HOUSING ASSOCIATION

Established as part of the Homes Fit for Heroes campaign in 1919, Railway Housing Association & Benefit Fund is a registered charity (reg.no.1188450) and Registered Social Landlord (reg.no. A1855); regulated by the Regulator of Social Housing (RSH) and the Charity Commission.

Railway owns over 1,620 homes for rent, lease and shared ownership, located in 20 local authority areas predominantly in the North East and Yorkshire. This wide geographic spread means that Railway's biggest challenges are ensuring that we provide an equitable service to all and establishing a presence within the local community. Aligned to our North Eastern Railway routes, the areas in which Railway has a significant presence are Doncaster, Hull, Leeds, York, Darlington & Durham County. We specialise in the provision of rented accommodation for older people. However, we also have general needs properties, mainly in Darlington and York.

Railway employs 40 colleagues. The majority of which, work from our Maple House office in Darlington, with our remaining colleagues being based in our communities providing local housing services.



We are currently working to our delivery plan “**On the Right Track**” which sets out a clear foundation for the development of a longer term strategy for Railway from 2025 onwards.



OUR RESIDENT EXPERIENCE

To provide an outstanding resident experience, reflecting our residents needs and aspirations.



OUR HOMES

To provide safe, affordable and energy efficient properties that residents are proud to call home.



OUR ORGANISATION

To be a well governed, financially strong and digitally enabled organisation.



OUR PEOPLE

To create a high performing, resident focused culture that attracts and retains talented colleagues.

OUR MISSION

To be the country's best small housing provider

OUR VALUES

To be:

- ▲ Caring
- ▲ Fair
- ▲ Efficient
- ▲ Open
- ▲ Trustworthy

Our **On the Right Track** delivery plan incorporates a review of values and behaviours and we will be developing new values as a result of this work in 2024/25.

OUR BEHAVIOURS

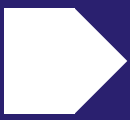
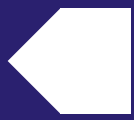
We will listen, be courteous, respectful, friendly, helpful, honest, patient, positive, and do what we say we will do to the best of our ability.

More details about what we are seeking to do and associated success measures can be found here:



VIEW: ON THE RIGHT TRACK





MEET THE BOARD & EXECUTIVE TEAM

BOARD

Railway currently has a board of eight Trustee Directors and we are increasing this number to ten. We aim to have a balanced board which reflects a wide range of skills, knowledge, competency and experience to ensure appropriate oversight of the business.

The Board is supported by two existing committees within the governance structure:

- Audit Committee
- Remuneration and Governance Committee

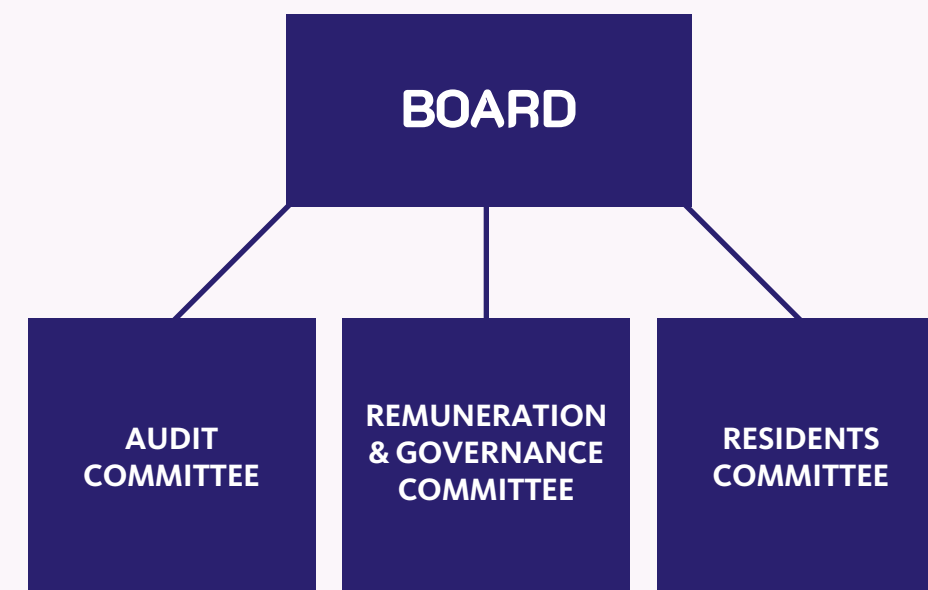
Railway is also establishing a Resident Committee which will join the governance structure.

Details of our current Trustee Directors can be found here:



VIEW: MEET THE BOARD

GOVERNANCE STRUCTURE



EXECUTIVE TEAM

Matt Sugden Chief Executive

Matt is our Chief Executive Officer. He joined Railway Housing Association in April 2023 from Accent Housing, where he previously worked in a national role as executive director of governance and strategy, holding responsibility for a range of corporate services including strategy, organisational culture, communications, customer insight, governance, procurement, legal and regulatory services. Matt has held several executive and non-executive roles within the social housing sector and is passionate about improving the services that Railway Housing Association delivers to our residents, a key commitment of our new On the Right Track delivery plan. Matt has overall responsibility for ensuring Railway Housing Association is legal, safe and compliant.



Joanne Watson Chief Finance Officer

Jo is our Chief Finance Officer, with responsibility for financial operations and strategic planning, as well as overseeing ICT, treasury management, risk management, value for money and procurement. Jo joined Railway Housing Association in February 2009 from Teesdale District Council, where she was Chief Finance Officer, having worked in a range of finance and accountancy roles there for 20 years.

A member of the Chartered Institute of Public Finance and Accountancy (CIPFA), Jo is deeply committed making the best use of our resources to improve performance and provide excellent services for residents, while ensuring the association's continued viability. Jo is also a board member for a small local housing association.



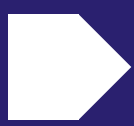
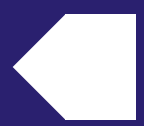
Chris Marshall Chief Operating Officer

Chris is our Chief Operating Officer. He joined Railway Housing Association in February 2024 from Thirteen Housing Group, where Chris had responsibility for the delivery and development of the housing management, income, anti-social behaviour, neighbourhood management, leasehold, student and market rented accommodation.

Chris has held several positions in housing associations across the North East, with his career originally starting 22 years ago as an apprentice within a resident involvement setting. Chris also holds a non-executive position as Chair of Governance and Remuneration for a North East based charitable organisation. He has a particular passion around diversity and inclusion and ensuring that residents' voices are heard across the organisation.

Chris leads the team managing our asset portfolio, repairs and maintenance, planned maintenance, housing management and customer services.





ABOUT THE ROLE AND WHAT IT CAN OFFER YOU

On the following pages, you will find details of the role and the selection process to assist you in completing your application. We encourage applications from a diverse range of residents helping us to be representative of the communities we service.

To be eligible to apply to join the Resident Committee, you should be 18 years of age or older and be a resident living in a Railway Housing Association rented property. You don't have to be the legal tenant, as long as you live within one of our rented homes and have experience of what it is like to live in a Railway home and the services provided.

We encourage applications from a diverse range of people helping us to be representative of the communities we serve

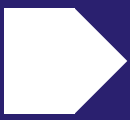
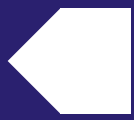


THE ROLE OF THE RESIDENT COMMITTEE

Summary:

- To provide feedback to proposals about how services are delivered, including providing challenge to existing and suggested service standards
- To identify areas of resident assurance and escalate areas of resident non- assurance with regard to the consumer regulatory standards to the Board
- To identify areas of service delivery linked to business objectives and resident priorities that would benefit from an improvement review for consideration and approval by Board.
- To undertake or commission independent scrutiny reviews into any service area the Committee have concerns about based upon available evidence including resident insight, complaints or performance data
- To decide on a programme of service improvement reviews that are linked to business objectives and monitor the implementation and impact of action plans
- To produce an annual review, to be reported to the Board and to all of the Association's residents and colleagues, detailing the impact of its activities
- To agree the content of the Annual Report to residents
- To review the annual tenant satisfaction measures and agree how the content, together with future improvement plans, will be reported to residents
- To develop, recommend to the board for approval and monitor the impacts of:
 - Resident Experience Strategy
 - Resident Engagement Strategy
- To monitor Key Performance Indicators (KPIs) relating to residents from the Association's Performance Management Framework along with other information identified through resident feedback and insight.
- To review the issues and trends arising from resident complaints to ensure compliance with the Association's policies and Housing Ombudsman Code of Practice.





EXPECTATIONS

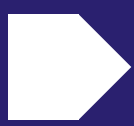
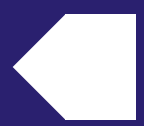
WHAT RAILWAY EXPECTS FROM RESIDENT COMMITTEE MEMBERS

1. To uphold the values and objectives of the Association.
2. To uphold the Association's core policies including equality and diversity.
3. To prepare for and attend meetings as set out in the requirements of each role.
4. To participate in meetings, contributing expertise and experience where applicable.
5. To be prepared to share feedback and experience of living in a Railway home.
6. To contribute and share responsibility for the Resident Committee recommendations to Board.
7. To develop and hold positive working relationships with other Committee Members, Trustee Directors, the Executive Team and Leadership Team.
8. To uphold high standards of integrity, probity, integrity and respect.
9. To prepare for and attend training sessions or other events.
10. To prepare for and attend reviews linked to individual performance and that of the board and its committees.
11. To ask for training where it is needed.
12. To declare any relevant interest.
13. To respect confidentiality of information.

WHAT ALL RESIDENT COMMITTEE MEMBERS CAN EXPECT FROM RAILWAY

1. Induction and other specialist training, as appropriate, to enhance the skills of all members.
2. Support of the Chair, Trustee Directors and executive team.
3. Remuneration as set out on the next page.
4. Access to the Trustee Directors portal 'OnBoard' which contains the key documents of our business.
5. Planned notification of the annual meeting schedule.
6. Agendas and meeting papers circulated in advance of meetings.
7. Access to publications and literature relating to the social housing sector and board membership.
8. Access to forums through the National Housing Federation, Northern Housing Consortium and Placeshapers.





REMUNERATION

The post will be remunerated at £750 per annum (which includes expenses). This is subject to Charity Commission approval which is currently in progress.

The successful candidate will be asked to sign an Agreement for Services.

INDUCTION

We believe that in order for the Committee to work effectively, it's really important that all Committee Members are supported with a detailed training and induction programme. This will include specialist training to support and develop the Committee, including the regulatory framework and skills to effectively challenge and scrutinise information.

The time commitment is around half a day per month

TIME COMMITMENT AND MEETING SCHEDULE

There will typically be four committee meetings held each year. The meetings will be a mixture of in person meetings at our office in Darlington and online meetings. In addition, there are also two strategy days annually and it is likely that there will be other ad hoc events, training, working groups and regular check-ins with the Chair.

We also ask our Committee Members to take the appropriate time to read and understand the information provided in advance of meetings and events. We estimate that the time commitment for the role is around half a day per month on average, although this may vary.

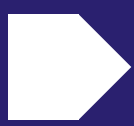
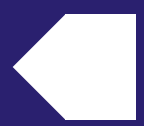
TENURE

All appointments have a term of office in line with the National Housing Federation Code of Governance, 2020. This is subject to satisfactory performance which is evaluated through an annual non-executive appraisal process.

INSURANCE

Director and Officer insurance cover is in place.





HOW TO APPLY FOR THE POSITION

TO APPLY

To apply for a role on the Resident Committee, we would ask you to answer the three following questions:

- Why would you like to be part of the Resident Committee?
- What can you bring to the Resident Committee?
- What would a good Resident Committee look like to you?

You can submit your answers to the three questions in one of the following ways:

1. Send in a letter setting out your answers to the questions above
2. Send us a video recording of you answering the questions
3. Send us an audio recording of you answering the questions

The closing date to submit your application and question answers to us by letter, video recording or audio recording is **Friday 6th December 2024.**

Please include your name, address and contact details in your letter, video or audio recordings.

You should submit your application:

- By post at Recruitment, Railway Housing Association, Maple House, 11 Tillage Green, Westpark Village, Darlington, DL2 2GL
- By Whatsapp at 07702 409104
- By email at recruitment@railwayha.co.uk



EMAIL: RECRUITMENT

WHAT HAPPENS NEXT?

All of the applications that we receive will be considered and assessed against the requirements of the role profile. If you have been shortlisted, you'll be invited to attend an interview, which could be online or in person. Interviews will take place by the end of January 2025 with a panel of two resident committee members. In attendance as an observer will be Chris Marshall, Chief Operating Officer.

INFORMAL DISCUSSION

If you would like to know a bit more and would like an informal chat about these roles, please email recruitment@railwayha.co.uk and a member of our team will be in touch to arrange to chat with you.



EMAIL: RECRUITMENT

APPLICANT CRITERIA

To be eligible to join the Resident Committee, you must be 18 years of age or older and live in a Railway Housing Association rented home.

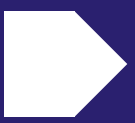
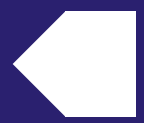
Residents who are in rent arrears over £1,000 or subject to a material breach of their tenancy agreement are not eligible to join the Resident Committee.

We are unable to accept applications from candidates who are ineligible to serve as a Trustee Director. This is detailed on the form we have sent to you and includes individuals who:

- Are disqualified from acting as a Director under the Sec 72 of the Charities Act 1993, by virtue of:
 - Having been convicted at any time of any offence involving deception or dishonesty
 - (unless the conviction is legally regarded as spent)

- Being an un-discharged bankrupt
- Having made composition with creditors and not been discharged.
- Being at any time removed by the Commissioners or the court from being a trustee because of misconduct
- Being disqualified from being a company director.
- Being subject to an order under S429 (2) (b) of the Insolvency Act 1986.
- Are unable to comply with our Code of Conduct and/or have made a declaration of any actual or potential conflict of interest affecting them, members of their family and businesses or other companies which they are associated or closely connected. This includes any matters that could be perceived as a conflict of interest.





THE COMMITTEE TERMS OF REFERENCE

PURPOSE

The Resident Committee will support the Board in meeting its requirement to comply with the consumer standards of the 'Regulatory Framework for Social Housing in England'; that value for money is being achieved in service delivery to all residents and is in line with the Association's mission 'to make best use of our resources to provide good quality, desirable and affordable homes for residents in need of housing'.

The Committee will ensure arrangements are in place so that the "resident's voice" is heard and acted upon in all matters relating to the Consumer Regulatory Standards. The Committee will ensure the voice of the customer is represented and this information is used to inform decisions of the Board.

The Committee has been established to ensure that agreed service delivery standards to all residents are being achieved and that the Association meets the expectations and outcomes of the Consumer Regulatory standards.

MAIN DUTIES

- To provide feedback to proposals about how services are delivered, including providing challenge to existing and suggested service standards.
- To identify areas of resident assurance and escalate areas of resident non- assurance with regard to the consumer regulatory standards to the Board.
- To identify areas of service delivery linked to business objectives and residents' priorities that would benefit from an improvement review for consideration and approval by Board.
- To undertake or commission independent scrutiny reviews into any service area the Committee have concerns about based upon available evidence including but not limited to resident insight, complaints or performance data. The outcome of any Scrutiny review will be reported to the Board at the next available meeting by the independent committee member leading the review.
- To decide on a programme of service improvement reviews that are linked to business objectives and monitor the implementation and impact of action plans.
- To produce an annual review, to be reported to the Board and to all of the Association's residents and colleagues, detailing the impact of its activities.
- To agree the content of the Annual Report to Residents'.

- To review the annual tenant satisfaction measures and agree how the content, together with future improvement plans, will be reported to residents'.
- To develop, recommend to the board for approval and monitor the impacts of:
 - The Resident Experience Strategy
 - The Resident Engagement Strategy
- To monitor Key Performance Indicators (KPIs) relating to residents' from the Association's Performance Management Framework along with other information identified through resident feedback and insight.
- To review the issues and trends arising from resident complaints to ensure compliance with the Association's policies and Housing Ombudsman Code of Practice.

COMPOSITION

The Board shall appoint all Committee members. The Committee shall consist of up to 10 members, at least three of whom must be members of the Board and none of whom may be Executives.

The Board shall appoint one of these members as the Committee Chair, who shall be a non-executive member of the Board. In the absence of the Committee Chair, another Board Member will chair the meeting.

On the recommendation of the Committee and the approval of the Board up to one additional member may be co-opted to

provide particular specialist expertise as and when required. Six places on the Committee will be reserved for resident members. Any committee member who is in rent arrears over £1,000 or subject to a material breach of their tenancy agreement may be asked by the Association to stand down from all formal appointments with the Association with immediate effect.

CONFLICTS OF INTEREST

Board Members must not put themselves in a position where their duties as a Board Member conflict with and personal interests they may have.

All Board Members are expected to comply with the conflicts of interest protocols outlined in the Standing Orders.

QUORUM

Four Committee Members will form the quorum, at least two must be members of the Board and two must be resident members.

The Chief Operating Officer and the Chief Executive will attend meetings ensuring appropriate representation from officers.

AUTHORITY

The Committee is authorised by the Board to:

- progress any matter within its remit; and
- access paid legal or other professional advice from the organisation's advisors.

ACCOUNTABILITY

The Committee is accountable to the Board for the fulfilment of the responsibilities delegated to it as set out in this Terms of Reference.

All committee members share responsibility for its decisions and should act only in the interests of the Association.

The Board will obtain assurance on the committee's work via minutes and regular verbal feedback from the Committee Chair on all of the Committee's meetings.

The Chair of the Committee will ensure that key issues are promptly brought to the attention of the Board.

The Committee will report formally on its work to the Board on an annual basis.

FREQUENCY OF MEETINGS

The Committee will meet at least 4 times a year or more often if required.

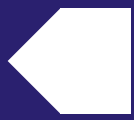
ADMINISTRATION

The agenda for meetings together with any written reports will be distributed 7 days before the meeting.

Meetings can be held digitally.

Minutes of the meeting shall be presented to the next Board meeting that follows the Committee meeting.





CONTACT US

Railway Housing Association, Maple House, 11 Tillage Green, Westpark Village, DL2 2GL

Tel: 0800 0287428

Email: info@railwayha.co.uk



VISIT: WEBSITE

✉ www.x.com/railwayha

f www.facebook.com/railwayhousingassociation

in www.linkedin.com/company/railway-housing-association/

Registered Social Landlord: A1855

Registered Charity: 1188450

Member of the Housing Ombudsman Service

