



RESIDENT COMMITTEE

Recruitment Pack



Welcome

Thank you for your interest in joining the Resident Committee at Railway Housing Association.

We're delighted you're considering this opportunity to help shape the future of our organisation. Railway has a proud history dating back to 1919, and today we remain committed to providing safe, affordable homes and excellent services across the communities we serve. As we continue to deliver our 'On the Right Track' plan, this is a really exciting time to get involved.

The Resident Committee is a vital part of our governance structure. It ensures the voices of residents are not only heard but actively influences the decisions we make. As a committee member, you'll help us understand what matters most to residents, challenge us to do better and celebrate what's working well.

We're looking to recruit up to three new members who live in a Railway home and are passionate about making a difference. You don't need previous experience; just a willingness to share your views, work collaboratively and help us improve.



We're looking to recruit up to three new members

Here's a quick summary of what's involved:

Time commitment: Around half a day per month, including four committee meetings a year (a mix of in-person and online), plus occasional training and events.

Support: Full induction and ongoing training, with access to resources and support from our leadership team.

Reward: £750 per year (including expenses).

Impact: A real opportunity to shape services, influence strategy and improve the resident experience.

We hope this pack gives you a clear picture of what the role involves and the difference you can make. If you care about your community and want to help us build a better future together, we'd love to hear from you.

Warmest wishes,



Richard Wilkinson
Chair of the Resident Committee



Yvonne Castle
Chair of the Board

About Railway Housing Association

Picture the scene. It's 1919. The First World War has ended, and railway workers are coming home needing somewhere to live.

That's when the North Eastern Railway Cottage Homes and Benefit Fund was created. It started with a donation of £10,000 and contributions from 7,000 railway workers.

By 1921, the first homes for railway families in the north were built.

Fast forward to today and Railway Housing Association now owns and manages 1,634 homes across 20 areas, from Northumberland and County Durham to York, Yorkshire and Hereford.

Our heritage is still at the heart of everything we do, as we continue providing good quality, affordable homes and services across the historic routes of the North Eastern Railway.

We are currently working hard to deliver our 'On the Right Track' plan, building on our 2024-2025 improvement plan, with clear actions around our four foundation themes:

You can read **On the Right Track** here:

Our Mission

**To be the
country's best
small housing
provider**

Our Values

**Caring
Fair
Efficient
Open
Trustworthy**

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.

We're reviewing our values and behaviours as part of our On the Right Track plan in 2025/26.



Your resident experience

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



Your homes

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



Your organisation

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

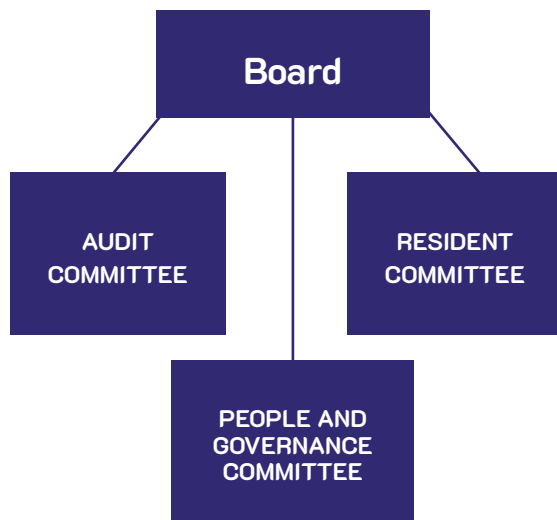


Your people

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

Meet the Board and Executive Team

Railway currently has a board of ten trustee directors, with a wide range of skills, knowledge and experience to ensure the business is overseen effectively.



Matt Sugden
Chief Executive

Matt joined us in April 2023 from Accent Housing, where he worked in a national role as executive director of governance and strategy, holding responsibility for services including strategy, organisational culture, communications, customer insight and legal services.

Matt has held several executive and non-executive roles within the social housing sector and is passionate about improving our services. Matt has overall responsibility for ensuring Railway Housing Association is legal, safe and compliant.



Joanne Watson
Chief Finance Officer

Jo has responsibility for our financial operations and strategic planning, as well as overseeing services including ICT, risk management, value for money and procurement.

Jo joined the team in February 2009 from Teesdale District Council, where she was Chief Finance Officer. Jo is committed to ensuring we operate successfully by making the best use of our resources to improve performance and provide excellent services for residents.



Chris Marshall
Chief Operating Officer

Chris joined us in February 2024 from Thirteen Housing Group and now leads the Railway Housing Association team managing our asset portfolio, repairs and maintenance, planned maintenance, housing management and customer services.

Chris has held several positions in housing associations across the North East and has a particular passion for diversity and inclusion and ensuring that residents' voices are heard across the organisation.



The Committee Member Role

As a committee member, you'll play a key role in helping Railway Housing Association understand what matters most to residents.

The role of committee members includes:

- Giving feedback and challenging how services are delivered
- Carrying out reviews on service areas and monitoring the delivery of improvement or action plans
- Highlighting what's working well and what could be better
- Helping make sure the voices of residents influence decisions at board level
- Reviewing how we handle complaints and share learning
- Monitoring service performance relating to residents
- Looking at resident satisfaction results and agreeing how the results and improvement plans will be shared with residents
- Producing an annual report for residents showing what's been achieved
- Creating an annual review about the impact of Railway's On the Right Track plan
- You'll also help shape key strategies, like our Resident Experience and Resident Engagement plans, as well as monitoring the difference they're making



What We Expect From You

We ask all Resident Committee members to:

- Support and uphold our values, as well as our key policies such as equality and diversity
- Work towards our business objectives
- Come prepared for meetings and take part in discussions, making the most of your expertise and experience
- Share your honest views and ideas
- Respect confidentiality, integrity and probity
- Work well with others across the organisation
- Ask for training where it's needed and be willing to attend training sessions to build your confidence and skills – and prepare for them
- Contribute and share responsibility for the Resident Committee recommendations to Board
- Take part in reviews of individual, board and committee member performance

What You Can Expect From Us

We'll make sure you're supported every step of the way with:

- A full induction and training programme
- Ongoing support from our Board, other committee members and leadership team
- Access to information and updates about how Railway operates
- Opportunities to meet other residents and housing professionals
- Remuneration as set out on the next page
- Access to an online portal which contains key documents
- Forward notification of the annual meeting schedule
- Agendas and meeting papers circulated before meetings
- Access to publications about the social housing sector and board membership
- Access to the National Housing Federation, Northern Housing Consortium and Placeshapers forums

Time and Reward

You'll be asked to sign an Agreement for Services and will receive £750 per year (including expenses) for your time.

The committee usually meets four times a year, with a mix of in-person meetings in Darlington and online sessions.

You'll also be invited to two strategy days and occasional training, working groups or events, as well as check-ins with the committee chair.

We also ask our committee members to take time to read and understand the information provided before meetings and events.

Overall, you'll spend about half a day per month on committee work, although it may vary.

Hear from Alec Williamson, one of our current Resident Committee members

I have been a member of The Resident Committee since it began and so far I've been involved in colleague and board member recruitment, policy decisions and the organisation's broader direction of travel.

Our committee meetings are informal, friendly and very sociable but with a serious and clear objective in ensuring the resident voice is heard by decision makers in Railway Housing Association.

I would encourage you to make your voice heard too. By living in a Railway home, you're the only person able to represent residents' views, so help us influence some of the most important decisions made, that will affect residents into the future.

Please do get involved, volunteer to be a committee member and join us in helping to shape the Railway Housing Association of the future."

Starting in the Role

We'll fully support you with a detailed training and induction programme that will include specialist sessions to support and develop skills to effectively challenge and scrutinise information.

How long it's for

All appointments have a term of office in line with the National Housing Federation Code of Governance, 2020.

This is subject to satisfactory performance, evaluated through an annual non-executive appraisal.

Insurance

Director and officer insurance cover is in place.



Who Can Apply

You can apply if:

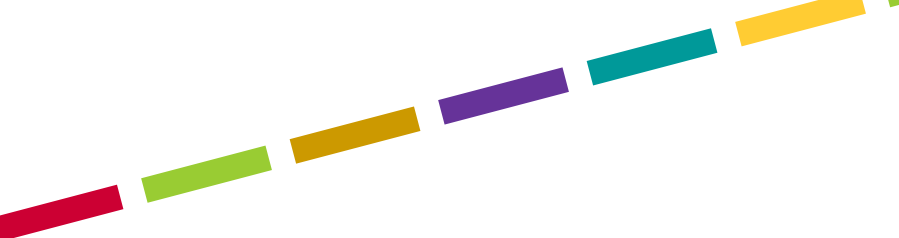
- You're 18 or older
- You live in a Railway Housing Association home
- You care about your community and want to help make it even better

You don't have to be the legal tenant or leaseholder. If you live in one of our homes, your experience is welcomed!



We can't accept applications from residents who:

- Have rent arrears over £1,000
- Have seriously breached their tenancy or leasehold agreement
- Are unable to serve as a trustee director due to:
 - Being disqualified from acting as a director under 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.



How to Apply

We'd love to hear from you – and we've made it simple to apply!

Just answer these three questions in your own way:

Why would you like to be part of the Resident Committee?

What can you bring to the committee?

What do you think a great Resident Committee looks like?

You can send your answers:

As a letter

As a video recording

As an audio recording

Please include your name, address, and contact details and send us your application by 5pm on Wednesday 26th November 2025.

Post:

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

WhatsApp:

07702 409104

Email:

recruitment@railwayha.co.uk

Shortlisted applicants will be invited to an in-person interview and we're aiming to carry these out on 11th or 12th December 2025.

If you'd like an informal chat first, email us at recruitment@railwayha.co.uk, and we'll arrange a time.

We'll assess your application against the role profile and criteria and if you're shortlisted, you'll be invited to an interview, either online or in person, with two current resident committee members.

Resident Committee Terms of Reference

Purpose

The Resident Committee will support the Board in ensuring oversight of its resident experience and resident engagement strategies; 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 residents' voice is heard and acted upon in all matters relating to its resident experience and resident engagement strategies. 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 .

Main Duties

- To provide feedback to proposals about how resident experience and reactive repairs 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 performance 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 Resident Impact Report and/or 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.

Resident Committee Terms of Reference

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 association's advisors.

Accountability

The committee is accountable to the Board for the fulfilment of the responsibilities delegated to it as set out in these 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.

Resident Committee

Terms of Reference

Frequency of Meetings

The committee will meet at least four times a year or more often if required.

Administration

The agenda for meetings together with any written reports will be distributed seven 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.

Review

The committee is responsible for improvements and amendments to its terms of reference which will be recommended to the Board for approval, and for reviewing its effectiveness / performance every year.



Need more Information?



Visit us online at www.railwayha.co.uk

Facebook: [/railwayhousingassociation](https://www.facebook.com/railwayhousingassociation)

LinkedIn: [/railway-housing-association](https://www.linkedin.com/company/railway-housing-association)

Call us on freephone 0800 028 7428

Email us at info@railwayha.co.uk