

# SEDGEMOOR TENANTS ASSURANCE COMMITTEE

## Recruitment Pack

Homes in Somerset

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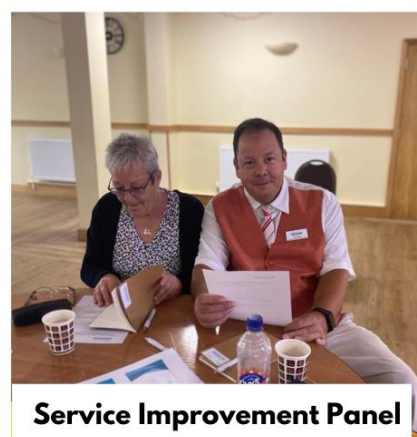
Email: [people@homesinsomerset.org](mailto:people@homesinsomerset.org)



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## Welcome from Sarah O'Neill (STAC Chair)

Dear Applicant,

Thank you so much for your interest in becoming a member of the Sedgemoor Tenants Assurance Committee at Homes in Somerset.

We really want to listen to our tenants to ensure that our services are of the highest possible standard and that everything we do is designed with them in mind. We are committed to considering the diverse needs of all our tenants, including the most vulnerable. We also aim to ensure that all our tenants are treated with fairness and respect. It is critical that we truly understand the different needs of all our tenants. To do this we need people like you.

The Sedgemoor Tenants Assurance Committee is made up of a diverse group of tenants, from different backgrounds, living in various parts of Sedgemoor and who have a wide variety of skills and experience. What unites them is their enthusiasm to ensure Homes in Somerset have the safest and most sustainable homes, the highest possible standards of service and always listen to the voice of their tenants. Committee meetings are positive, energetic and fun.

You would join us as we embark upon the implementation of the new three-year corporate strategy and new legislation affecting social housing and building safety. This is an opportunity to make a real difference, and we would value input from new committee members.

Thank you so much for your interest.



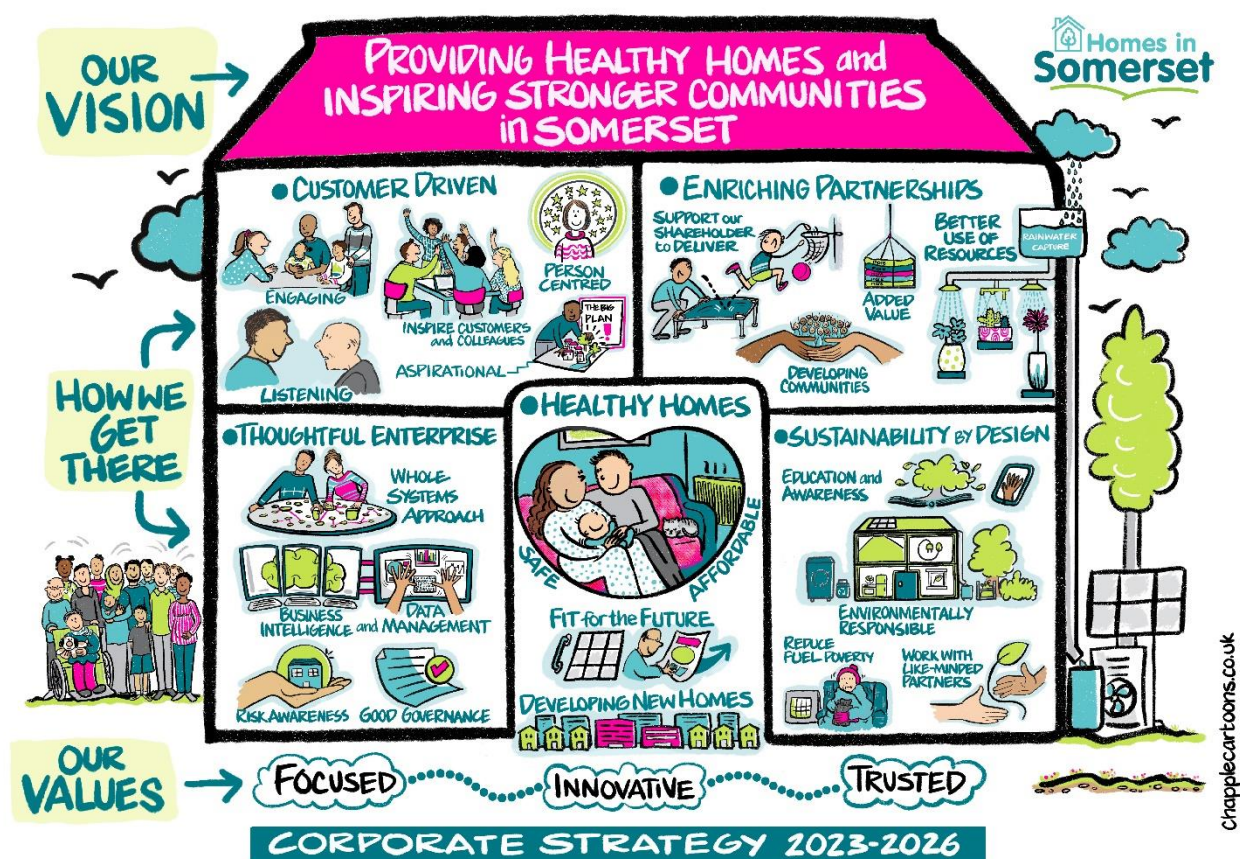


## About Homes in Somerset

Here at Homes in Somerset, our customers are at the heart of everything we do. We are one of the largest housing providers in Somerset, managing more than 4,000 properties on behalf of Somerset Council. We ensure good quality and safe homes are provided to the people who need them most.

We've recently been re-assessed as an Investors in People Gold Award employer, and we've got big plans for the future.

## Our current strategy



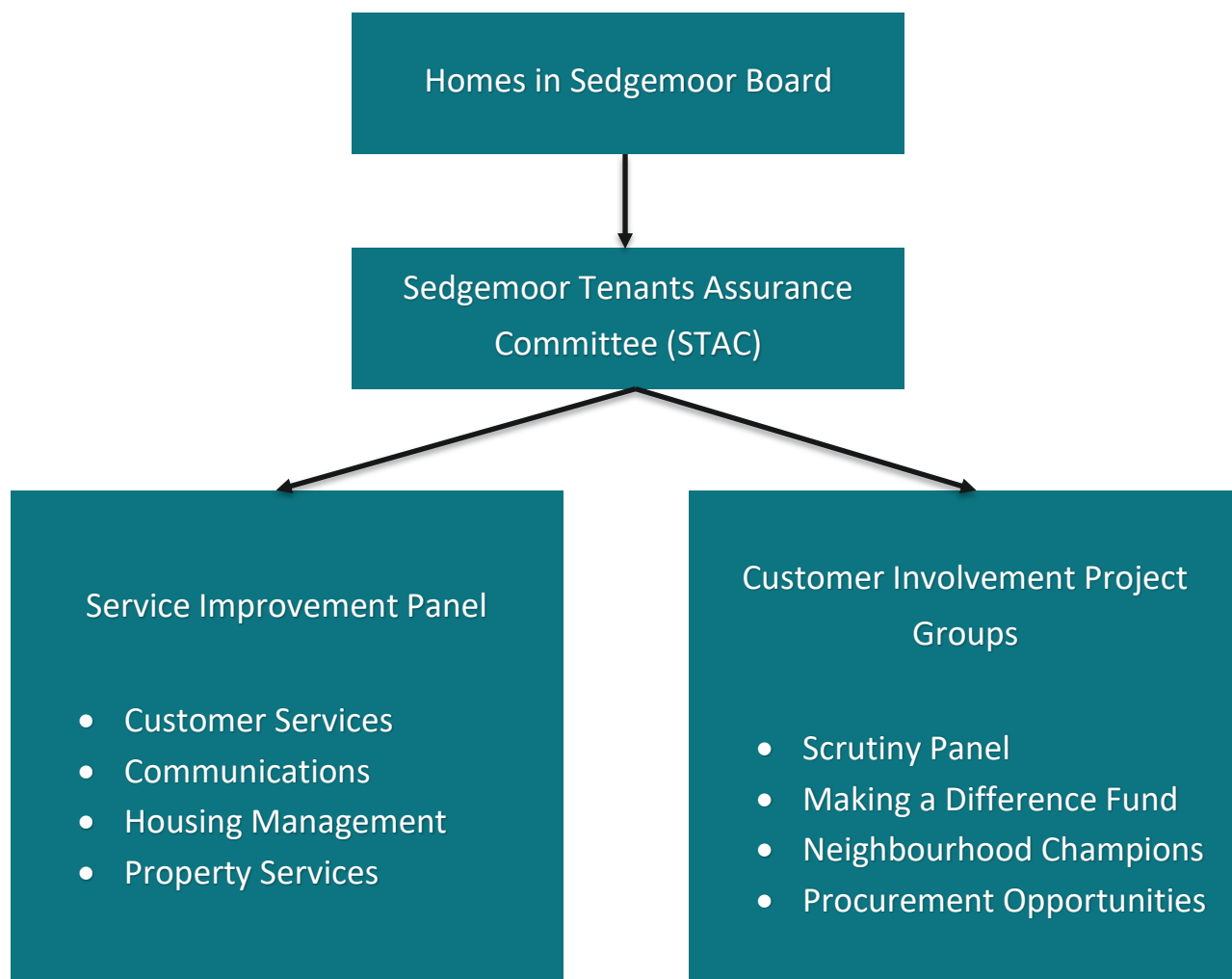
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## Customer Involvement

Customer involvement is our framework that provides an opportunity for customers to influence decision making processes to help shape service delivery.



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## Meet the Sedgemoor Tenants Assurance Committee



### **Sarah O'Neill STAC Chair**

I have a strong personal interest in the housing sector and continue to work with the STAC members to provide oversight and assurance of the Homes in Somerset strategy and compliance with the Regulator of Social Housing's consumer standards. I am passionate about ensuring housing is fit to combat the effects of climate change and to achieve the net zero carbon emission targets.



### **Craig Green STAC Vice Chair**

I applied to become a member of STAC to be part of the link between Homes and Somerset and its residents and help in any way I can in making things better, easier for tenants. I found the meetings insightful and interesting to find out about all the services Homes in Somerset provides.



### **Lorna Curtis STAC Member**

I Joined STAC in 2025 for several reasons, but the main reasons were to keep my brain active, improve my knowledge of the housing sector and give a little bit back to the community.



### **Martin Heard STAC Member**

I joined STAC as I think that the opportunity to have input and discussion on issues regarding social housing is a real privilege. After all, these aren't just Homes in Somerset, these are our homes.

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### **Ros Griffiths STAC Member**

I was interested in joining the Sedgemoor Tenants Committee to see how Homes in Somerset are working to make improvements for tenants.



### **Karen Wilce STAC Member**

I applied to be a Sedgemoor Tenants Assurance Committee member as I wanted to continue being an involved tenant. "I'm looking forward to working with the committee and the Homes in Somerset team.



### **Pauline Ham - Councilor, STAC & Board Member**

Pauline has lived in Axbridge since 1982 and has three children. She has been involved with various voluntary groups and has worked in a local school for more than 30 years. She is passionate about community and providing and maintaining affordable housing for local people.



### **Amanda Loynton - STAC Member**

I decided to join STAC because of already being an involved tenant with Homes in Somerset and having a sincere interest in helping tenant voices to be heard and helping to make their experience with Homes in Somerset an improved one.



## Role Profile

Every member of the Sedgemoor Tenants Assurance Committee is desired to have, or be willing to work toward having some of the following attributes:

### Essential:

- A commitment to making Homes in Somerset's homes and the service it provides the best they can be
- An interest in scrutinising what Homes in Somerset does and holding it to account
- The ability to think broadly, with all tenants in mind, about the services delivered by Homes in Somerset
- To be fair, accurate, and objective in your approach
- Willing to speak up and challenge, in the right way
- Willing to listen to others and work as a team

### Desirable:

- To have an awareness of Equality and Diversity issues
- A commitment to developing your skills and knowledge about the social housing sector

The Sedgemoor Tenants Assurance Committee will collectively have the following skills:

- A commitment to improving services for all HiS tenants and leaseholders
- Ability and commitment to use customer insight to monitor service delivery in an objective way
- An understanding of or the ability to gain an understanding of financial information concerning housing services and the delivery of these services
- A commitment to work with HiS staff to ensure the service meets the strategic and business objectives of the organisation, and the Regulatory Standards for the Social Housing sector

## Eligibility for membership

All HiS tenants, leaseholders, and shared owners are welcome to apply. Family members of a HiS tenant, leaseholder, or shared owner are also eligible to apply. Applicants must be over the age of 18 and will need to demonstrate that the HiS property is their 'only or principal residence'. (For example, evidence such as a bank statement, driver's licence, or a letter from HMRC or DWP will be acceptable).

Your application will not be eligible if:

- HiS has commenced legal action against your tenancy or a member of your household.
- HiS has a court order for the recovery of money against you or you are in a legal dispute with HiS

## Time commitment requirements

- We estimate that the time commitment is 6 x 3-hour meetings per year with 1 hour of preparation for each meeting.
- To date meetings have been held midweek starting around lunchtime and finishing by 3 pm; however, we are open to trialling different meeting times to suit the majority of committee members
- Meetings are a mix of in person in Bridgwater and virtual by Microsoft Teams. There may be other time commitments including attending training days.
- There will be an induction programme for new members which will require an additional time commitment.

## Remuneration

- This is currently an unremunerated voluntary position; but the Board keeps this under review.
- Payment of all out-of-pocket expenses, incurred as a result of carrying out the work of the Committee, will be paid, including but not limited to:
- Travel expenses (receipt/ticket to be provided)
- Care (for adults or children) costs, provided by a registered minder

## Equality and Diversity

Homes in Somerset is committed to working with as wide a range of people as possible. We believe that to ensure that our approach meets the diverse needs of the people who live in our homes, we need a diverse group of people on our tenant's assurance committee. We will seek to ensure diversity on the committee and welcome applications from people of all backgrounds. If you require reasonable adjustments to enable you to apply or to participate in the selection process, please let us know.

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## Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	August 15, 2025
Closing date	Friday, September 26, 2025, by 5pm
Shortlisting	Week commencing September 29
Formal interviews	Week commencing October 27, 2025

## How to Apply

To apply, please visit the vacancies section on our website ([www.homesinsomerset.org](http://www.homesinsomerset.org)) Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

You will be asked for full contact details for two referees (including your current employer if applicable). Please note we will not request references without your prior permission. All appointments are subject to two satisfactory references, a DBS check and access to a vehicle for work purposes.

Claire Tough, Director of Communities & Customer Service, is more than happy to answer any questions that you might have about the vacancy. Please contact the People Team on [jobs@homesinsomerset.org](mailto:jobs@homesinsomerset.org) to ask for a call back and we will arrange this for you.

Our address should you need it is: The People Team, Homes in Somerset, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is **Friday, September 26, 2025, at 5pm.**

Homes in Somerset is committed to equality of opportunity and welcome applications from people with relevant skills and experience, regardless of their background.

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