



Strategic Tenant Committee Recruitment Pack

Helping shape services for tenants

Phone: 0800 585 360

Email: jobs@homesinsomerset.org



Contents Page

Welcome on behalf of Board Sarah O'Neill (Chair of Remuneration & Nominations Committee)	4
Our Strategy	5
About the Strategic Tenant Committee	6
What you will do	7
Who we are looking for	7
What members are expected to do	9
Time Commitment	9
How to apply	9
Recruitment timetable	10
What happens next	10
Equality, diversity, inclusion and access	10





Welcome on Behalf of Homes in Somerset Board

We're really pleased you're interested in finding out more about joining the Strategic Tenant Committee.

As you know, Somerset Council homes are moving to the management of Homes in Somerset from September 1, which means over 10,000 tenants will be combining into the same organisation. At the heart of that we're keen to make sure we have a strong range of tenants on this new committee that can make decisions about how we provide our housing services, to suggest ways we can make them better, and to challenge us when we don't get that right.

This committee and what it is responsible for has been designed with tenants and staff from both organisations with independent support from Tpas who specialise in tenant influence and engagement.

It's really important to us that we find the best committee members we can and we'd encourage you to apply if you feel you could make a positive difference for our existing and future tenants.

This pack gives you an overview of what the committee is for, what the role involves, the kind of people we're looking for, and how to apply.

The Strategic Tenant Committee is one of the ways tenants can help shape the services they receive. It gives tenants a real say in how Homes in Somerset makes decisions, especially around performance, complaints, tenant experience, and the things that matter most to everyday life in our homes.

You don't need previous committee experience to apply. What matters most is that you care about your home, your community, and the services tenants receive. We'll support you with any training or development you need to feel confident in the role.

Sarah O'Neill

Chair Remuneration & Nominations Committee
Homes in Somerset



Our current strategy



FOCUSED



INNOVATIVE

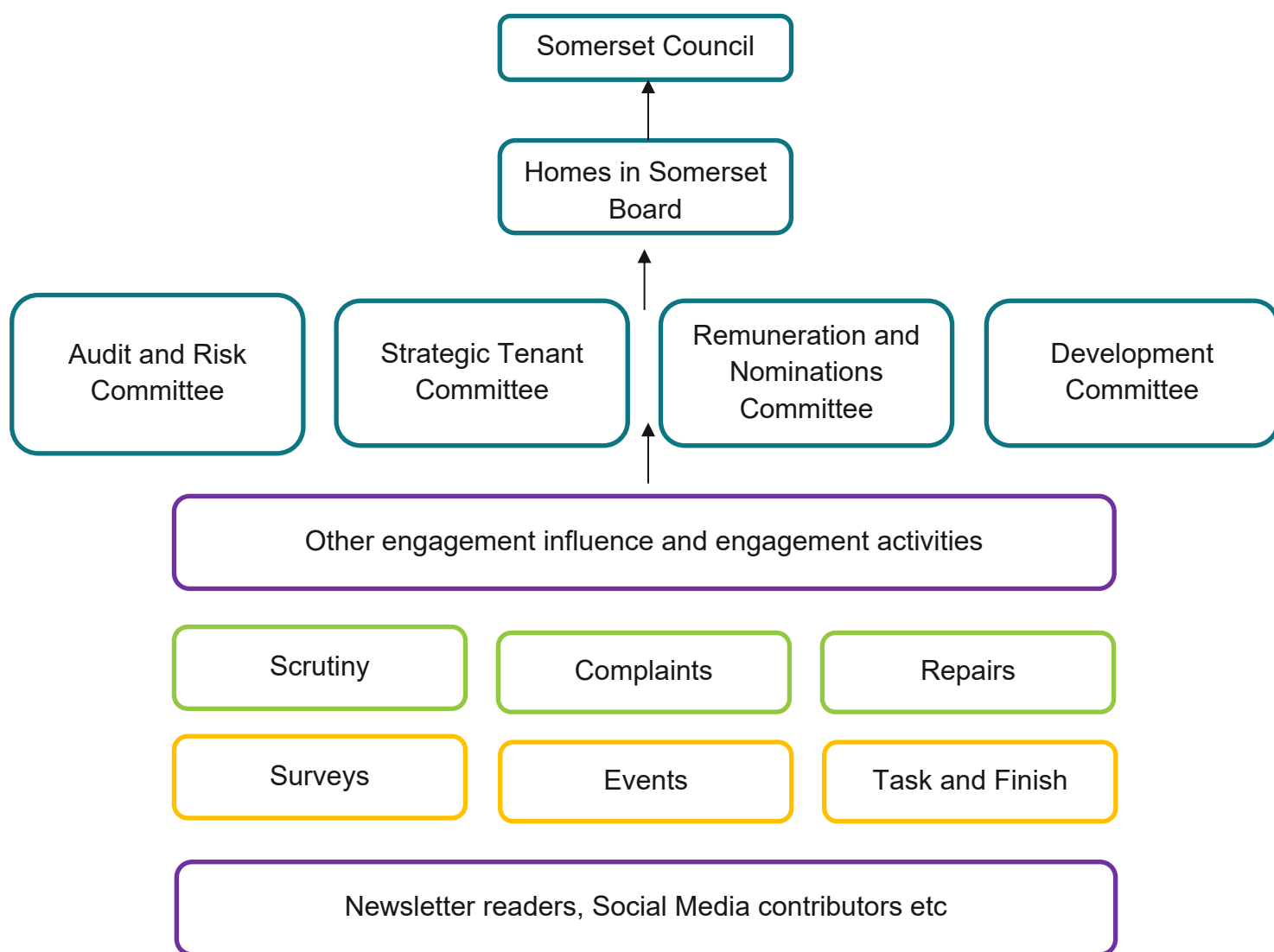


TRUSTED

About the Strategic Tenant Committee

The Committee helps make sure tenant views influence the decisions we make.

This Committee feeds into the Board, as do the other Committees.



The group helps give assurance Homes in Somerset is listening to tenants and using feedback to improve services.

The committee also helps us meet the Regulator of Social Housing's Consumer Standards, including safety, transparency, neighbourhood issues, tenancy management and staff conduct and competency.



The committee will look at things like:

- Whether homes are safe, well maintained, and free from health risks.
- Whether we communicate clearly and treat tenants with respect.
- How well complaints are handled and what we learn from them.
- How well we manage neighbourhood issues and support safe communities.
- How tenant feedback and satisfaction are used to improve services.

Each member of the Committee will be paid £2,750 per year, paid proportionately monthly. If you receive means tested benefits this amount alone should fall within the allocated income allowance however, as everybody's situation is different you should seek advice about how it would affect your own circumstances, from the Department of Welfare and Pensions the Citizen's Advice Bureau Citizens Advice . If you are in paid employment and you want to find out if the payment would affect your tax payments, you should contact the HMRC Contact HMRC - GOV.UK.

What you'll do

As a Strategic Tenant Committee member, you will help bring the tenant voice into discussions that matter.

You will read papers before meetings, take part in conversations, ask questions, and help consider whether services are working well or could be improved. You will work with other committee members and staff in a constructive and respectful way, and you'll help make sure the committee reflects a wide range of tenant experience.

You may help by:

- Reviewing performance information and tenant feedback.
- Considering complaint trends and lessons learned.
- Looking at whether services are meeting tenant needs.
- Helping shape recommendations for improvement.
- Sharing your views in a clear and thoughtful way.



Who we're looking for

We'd love a mix of people from across our homes, so the committee reflects the tenants we serve.

We're looking for people who can show:

- A commitment to representing tenant views and interests.
- The ability to work well with others.
- A willingness to read papers, ask questions, and contribute thoughtfully.
- An understanding of confidentiality, integrity, and professionalism.
- Respect for different views and collective decision-making.
- A willingness to declare and manage conflicts of interest.
- A commitment to learning and development.

It would be helpful if you also had some experience or awareness of tenant involvement, resident engagement, scrutiny, housing services, complaints, or looking at evidence to help shape improvements.

You must be 18 years or over, living in a home that is owned by either Homes in Somerset or Somerset Council; you must not be in breach of your tenancy, and you shouldn't be a member of staff for either organisation. A basic DBS check (which looks at any criminal background) will be completed for every committee member.

What members are expected to do

If appointed, members will be expected to:

- Act honestly, fairly, and with courtesy.
- Keep committee information confidential.
- Work in the best interests of tenants and service users.
- Follow the committee's governance arrangements and code of conduct.
- Declare and manage any conflicts of interest.



- Support decisions once they have been properly made.
- Work professionally with staff, other committee members, and external advisers.

Members will also need to handle information responsibly and treat others with respect at all times.

Time commitment

The committee will meet six times a year, with additional time for training or ad hoc meetings where needed.

Meetings may be held in person, virtually, or in a hybrid format. Papers will be sent out in advance, so members can have time to read them before meetings.

We expect members to prepare for meetings, take part in discussions, and contribute in a way that helps the committee work well together.

How to Apply

To apply, please visit the vacancies section on our website
www.homesinsomerset.org/vacancies

You'll find all the relevant information on this page, including a role profile, person specification and the terms of reference for the Committee.

In your application, please tell us:

- Why you'd like to join the Strategic Tenant Committee.
- What experience, skills, knowledge, or perspective you would bring.
- Whether you can meet the attendance and confidentiality requirements.
- Any conflicts of interest you need to declare.
- Any support or adjustments you may need.

It will help your application if you remember to include things like:

- Why you would like to join the Strategic Tenant Committee.
- What perspective, skills, knowledge, or experience you would bring to the committee, such as.
 - Tenant engagement.
 - Scrutiny or committee work.
 - Community or voluntary activity.
 - Working with groups or meetings.
 - Other relevant experience in other work or community settings.



This role is a chance to help shape services, strengthen tenant influence, and support the Board with assurance about tenant experience and service standards.

Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	August 12
Closing date	Midnight, September 9
Shortlisting	September 10 and 11
Formal interviews	September 22 and 23

What happens next

We'll review applications against the role profile and person specification. If you're shortlisted, we may invite you to an interview or an informal chat about the role. This is also a chance for you to ask questions and make sure the committee is the right fit for you.

If you are appointed, you'll be asked to sign the relevant appointment documents, including the Members Agreement for Services, the role description/person specification, and the Code of Conduct.

Equality, diversity, inclusion and access

We want the process to feel fair, welcoming, and accessible, so please tell us about any adjustments that would help you take part.

If you need information in a different format, help with the application, or any adjustments to support you through the process or in the role itself, please let us know.

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

We welcome applications from people with a wide range of backgrounds and experiences. Our aim is for the committee to reflect the communities we serve.

Our People Team email address should you need it is:

people@homesinsomerset.org

FOCUSED



INNOVATIVE



TRUSTED