

July 2021



Recruitment Pack

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What is the community voice committee?

In 2020, we undertook a review, it looked into the way in which we make decisions, along with how we run on a day to day basis. This review resulted in a change to the format of our board, as part of this change, we moved to a skills-based board and set up a Community-led Committee. The formation of this committee is an important step in making sure MHA is delivering on its social purpose by placing tenants, leaseholders and residents voices, ideas experience and expertise at the forefront of our decision making process.

As with many plans over the last year, the global pandemic interrupted us slightly but we are hoping to start the first Community Voice Committee meetings from this October.

The purpose of this committee is:

- To provide a forum and platform for all community members making sure their voices are heard
- To be a vehicle of inclusion and communication between MHA and its community
- To shape, influence and drive forward continuous improvement
- To make sure there is good governance at MHA



Top Tip

Governance is the term for the way a group of people such as a country do things. Structures and processes that are designed to ensure accountability, transparency, responsiveness, equity and inclusiveness, empowerment, and broad-based participation within an organisation.



Meet Emma, the CVC Chair...

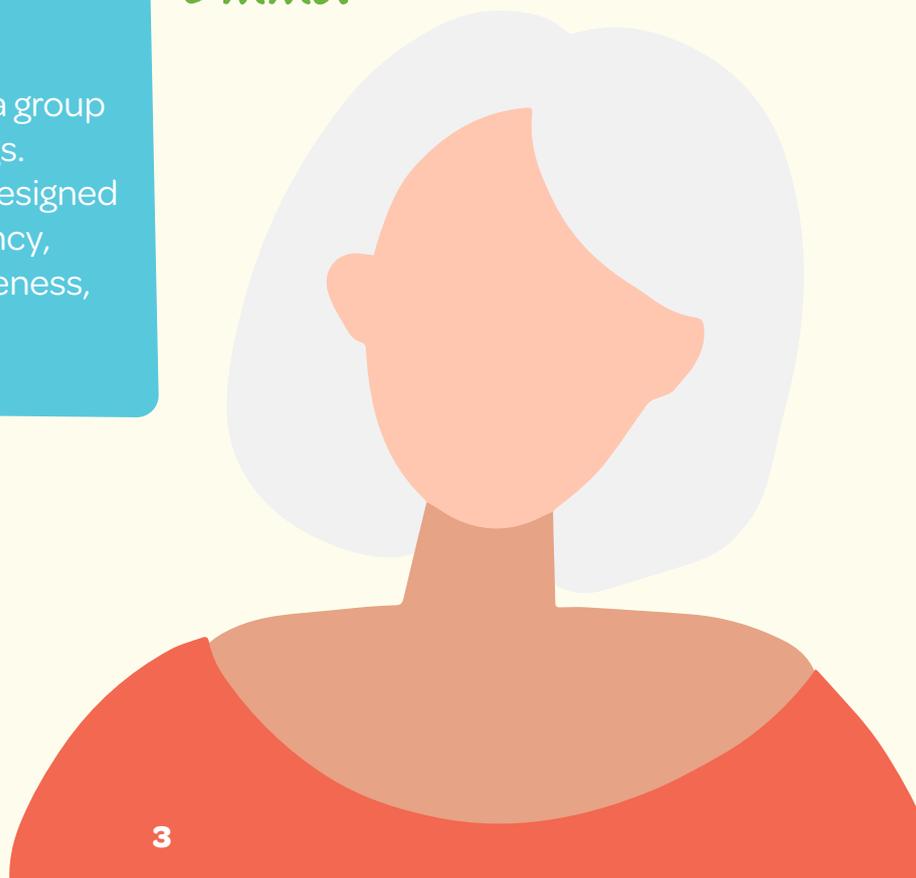
Hi. I'm really happy you are here. Thank you for your interest in joining the Community Voice Committee.

This Committee is the first of its kind for Monmouthshire Housing Association residents and it is clear, now more than ever how important the role and value of the voices of the community are. I believe in the Community Voice Committee and I am passionate about people having a voice, this is your opportunity to be heard.

Being a member is a rewarding experience. You can use skills you already have, and develop new ones. You will meet new people, and have the opportunity to work as part of the team. You will know that you have been able to contribute to helping individuals feel heard. The Community Voice Committee gives you an active part in conversations about your community.

I look forward to hearing from you.

Emma



Monmouthshire Housing and the Community Voice Committee

Monmouthshire Housing (MHA) are a Housing Association that is passionate about providing high quality homes and services that put people first.

We are a social landlord that has a reputation for providing homes of a high standard and services that meet tenant's expectations.



89.5% of tenants had overall satisfaction with MHA.

We carry out regular repairs and maintenance on our properties which can be reported 24/7 plus, we have an annual programme of improvement works.



3,069 emergency repairs completed, **92.03%** of tenants satisfied with the way it was dealt with.

We currently have **3,745** homes and are building more, our aim is to build around **100** new homes for our communities every year.



We believe that being a landlord isn't just about providing safe, high quality homes, we also:

- Run events to help build communities that allow people to be proud of their neighbourhoods
- Provide a money help and advice service to make sure tenants are maximising their income
- Support our tenants with their personal development in the workplace, whether it's finding work, writing CV's or training opportunities.
- Offer tenancy coaches for tenants that need extra support in managing their tenancy
- And so much more

We have been going a little over 12 years now and we want you, as part of the CVC, to be a part of this story and the next chapter in our adventure.

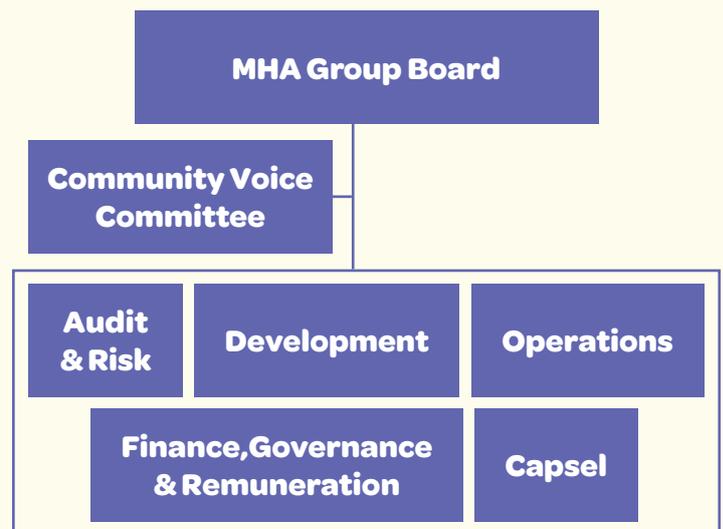


Top Tip

What do you think about MHA? What do you hear your neighbours saying about us?

How Will the Community Voice Committee work within MHA?

The committee will have a direct link to the MHA board and will work closely with other committees within the business to make sure it is achieving its main purpose and vision!



The Chair of the CVC, Emma is also an MHA Group board member and she will present a summary report of each CVC meeting at every board session.

Vision for the Future

Working with tenants and leaseholders as part of a series of focus groups in April-June 2021, we started looking at a vision for the CVC. Here are some of the ideas that they came up with.

What should the focus of the committee be?

- A forum that provides a platform for all community members to have a voice that is heard
- A tenant voice and not MHA's voice
- Proposals that members can weigh up pros and cons and make decisions
- A vehicle of inclusion
- Tenants and leaseholders at the heart of the committee
- Multi-faceted focus points
- Values are consistent
- Listening to tenant voice's through the various groups

What should the committee be responsible for?

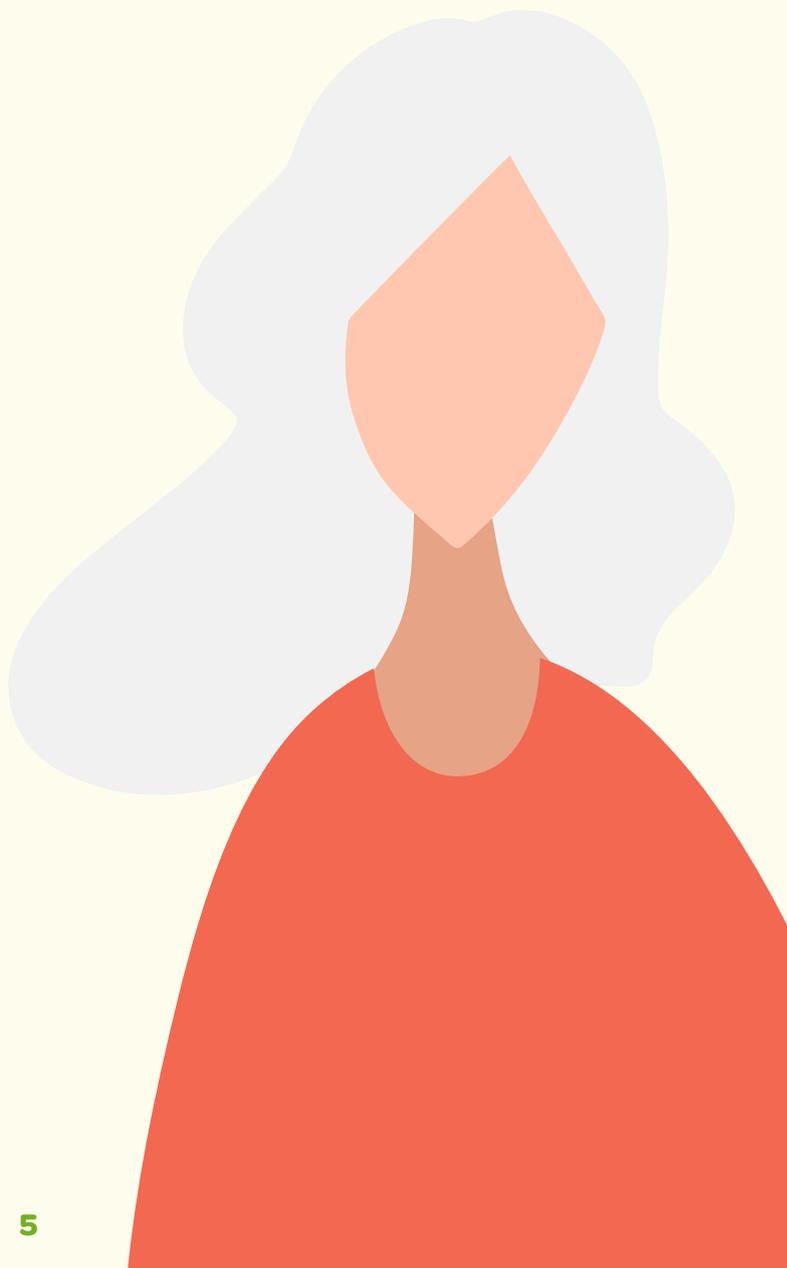
- Discussing matters that are important to tenants and leaseholders and community members
- After listening and understanding voices at the committee, this is communicated effectively to the board and senior management
- The CVC Chair should act as a guide for the information between groups and board
- The committee should be responsible for reaching out to the community as a whole and letting them know they are there and their purpose, including those not digitally included
- Installing confidence in tenants and leaseholders that the CVC is approachable and will work with their best interests in mind

Once it is established, we want the committee to define its own vision, purpose and focus.



Top Tip

- Tell us key things you think the committee should discuss.
- What do you think we are missing?
- Where would you like to see the committee focus?
- How do you want to see this vision grow?



What the CVC is looking for

Everyone is welcome, we are looking for representatives from all across our community, made up of Tenants, Leaseholders, Councillors and Local business people.

We are looking for people with some of the following skills and interests:

Community

Good **C**ommunicator

Open

Motivated and committed to the role

Mindful and respectful of others opinions

Work in a **U**nited, flexible way to take a holistic view

Great **N**egotiator

An awareness and passion for diversity and **I**nclusivity

Trustworthy

Your Voice can make a difference

Voice

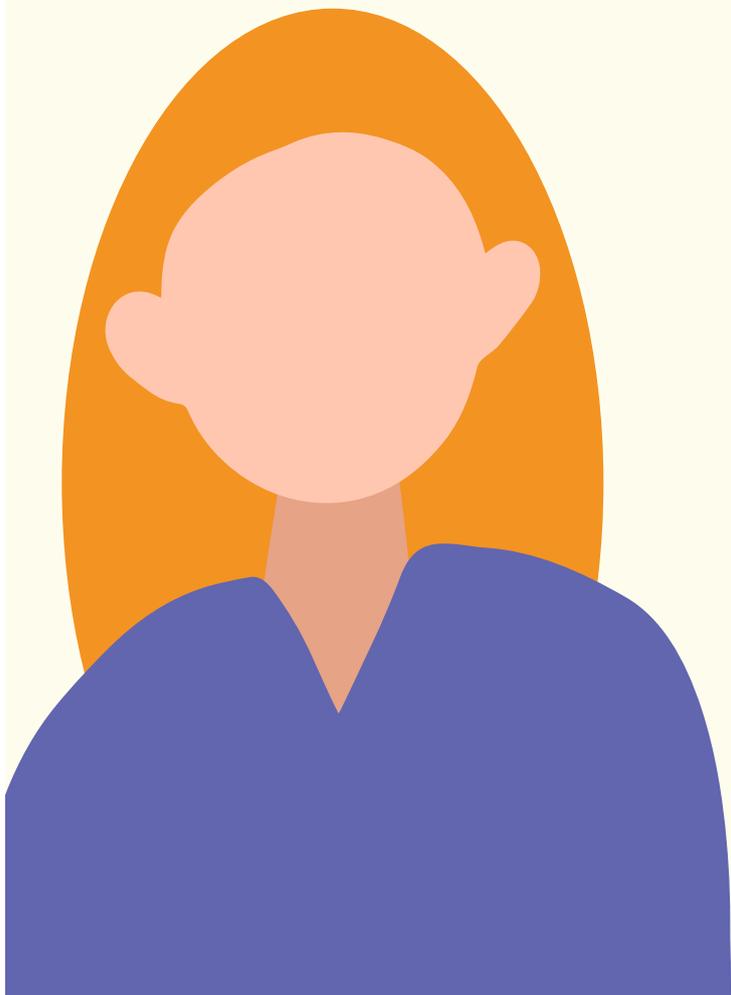
Reflect MHA's **V**ision and **V**alues

Organised

Interested in local issues

Confident to Challenge decisions and put views forward

Evaluate to make fair and measured decisions



What YOU can gain

Training

Personal development, grow and develop new skills with a mix of training sessions at MHA and beyond.

Induction

We won't just throw you in the deep end, we want you to feel prepared and ready for meetings so we will offer a 6 week induction to help you feel ready and confident to take on your new role.

Expenses

We will ensure all it costs is your time, ideas and knowledge, we pay your travel and other necessary expenses.

Childcare

No childcare during meetings? No problem, we will work with you to ensure your children are happy and cared for whilst you help us. Providing care or refunding your costs as expenses.

Conferences and events

The opportunity if you would like to represent MHA and your community at conferences and other networking events.

Give back

An exciting opportunity to make a difference to your community.

Social

Meet people from your local area, make friends and make positive, lasting changes.

Time

An average time commitment of at most 1 day every 2 months.

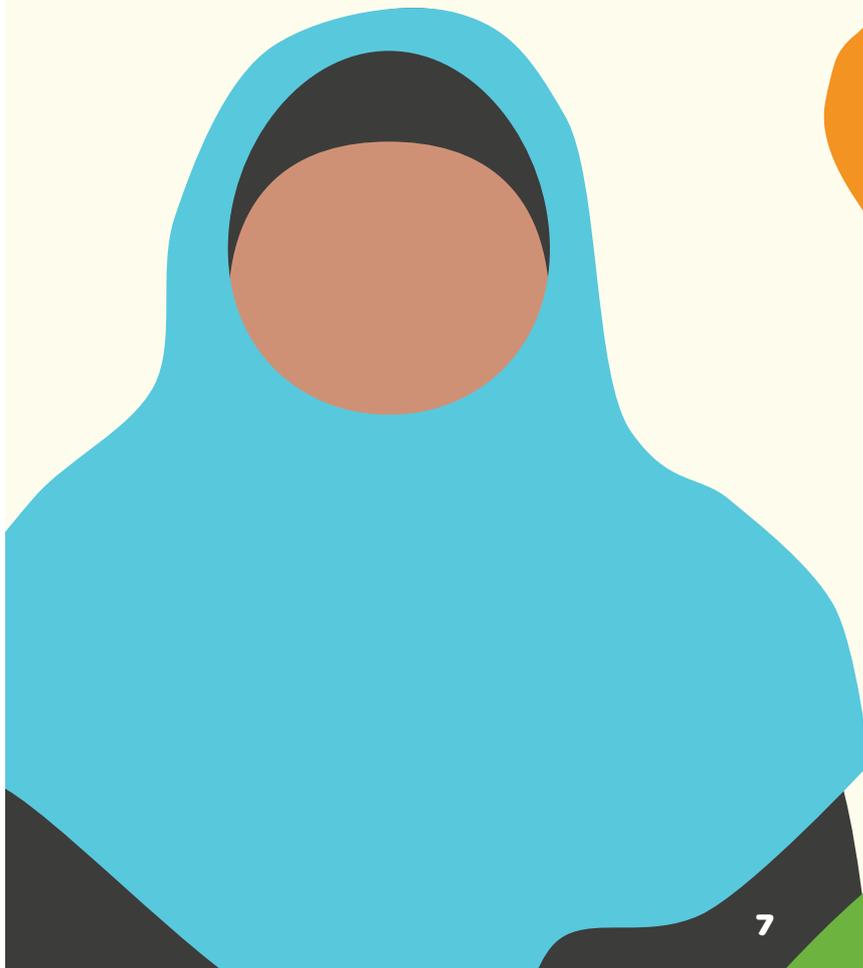
Tools for the job

We will provide the tools and equipment you will need to do your job effectively.



Top Tip

- Why do you want to be a part of the CVC?
- Tell us what you think the main benefit is for you and your community.



How to apply

Step 1: Find out what the CVC is all about, read through this application pack and keep up to date with the information we are sharing over on our social media channels. Together this will explain what the CVC is and what we are looking for. If this sounds like something you would like to be involved with, great! Please go to step 2.

Step 2: We want you to apply in the way you think best sells yourself! You can be as creative or traditional as you like. You could write a poem, send a letter or CV, or even make a video, it is totally up to you!

Let us know why you are interested in being involved, what community means to you and tell us key things you think the committee should discuss.

We have left you a few tips in this pack, look out for the .

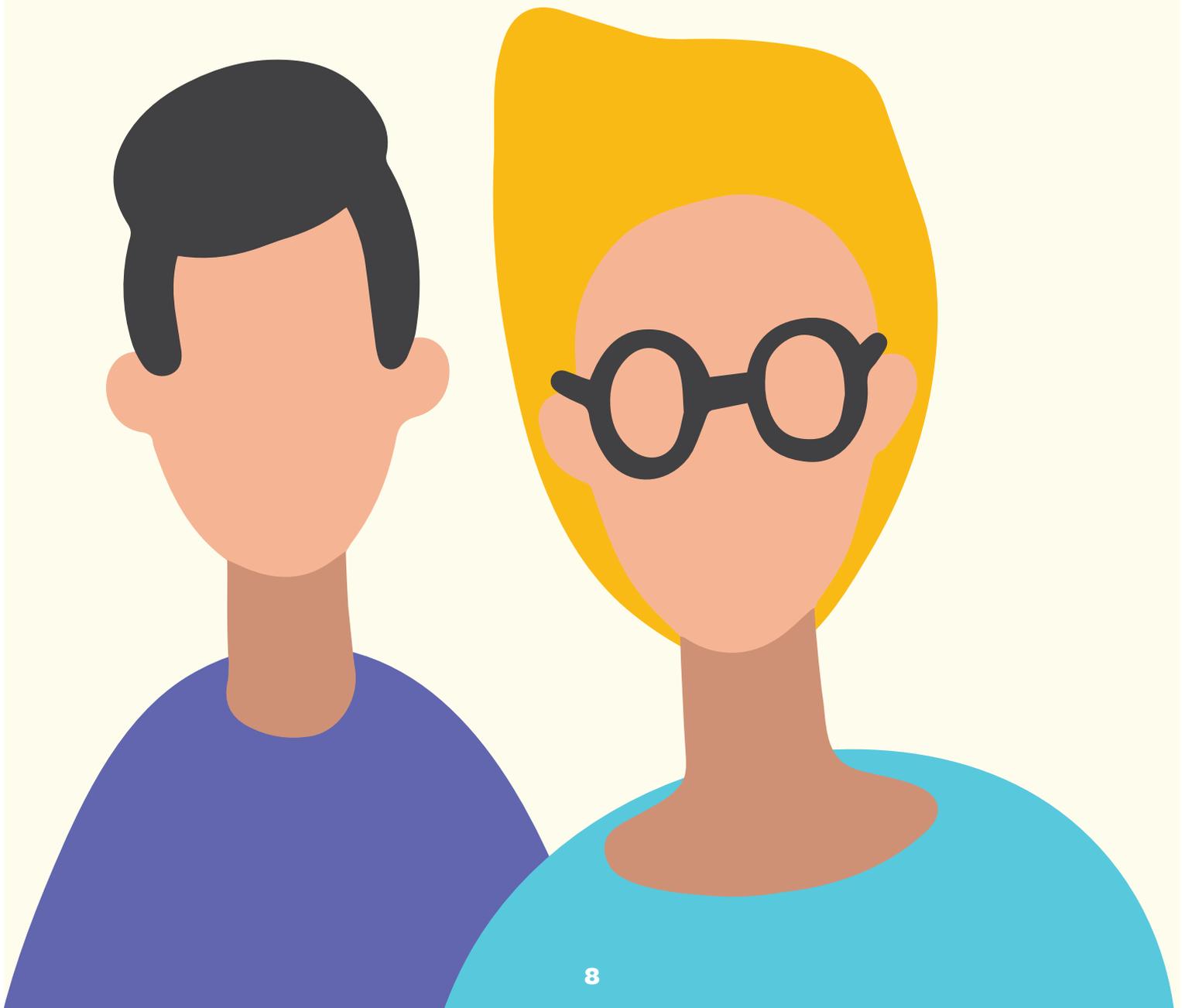
It can be as short or as long as you need, don't worry if you are having trouble coming up with ideas, our lovely Engagement Team are on hand to help. They won't be involved in selecting the committee so will be completely impartial and there to support you every step of the way. They are ready and waiting to bounce the ideas around with you and share some great top tips!

There are plenty of ways to get in touch with the team:

T: 07855 019933

E: clare.evans@monmouthshirehousing.co.uk

 [@MhaCommunityBuzz](https://www.facebook.com/MhaCommunityBuzz)



When you're ready to send us your application...

The closing date for letting us know that you want to be involved is **16th August 2021**. There are a number of ways you can send your applications to us:

E: governance@monmouthshirehousing.co.uk

f Private Messenger: @MhaCommunityBuzz

WhatsApp for videos: 07855 019933

And good old post: F.A.O The Governance Team, Monmouthshire Housing Association, Nant-Y-Pia House, Mamhilad Technology Park, Mamhilad, Monmouthshire, NP4 0JJ

Successful applications will be invited to a second stage which will involve:

- Group Workshop
- Informal Chat

The second stage will take place between **6th - 8th September** (please let us know if you cannot make these dates when you apply).

Good luck
and we look
forward to
receiving your
application.





Monmouthshire Housing Association

- 📞 **0345 677 2277**
- ✉ **customerservices@monmouthshirehousing.co.uk**
- 🌐 **www.monmouthshirehousing.co.uk**
- ✉ **Monmouthshire Housing Association**
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Scan the QR code to
access the MHA website.