

Customer Committee of the Board

irwell
valley
homes



Enabling customers to influence decisions
and hold us to account at the highest level.



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Welcome to Irwell Valley Homes

Thank you for your interest in joining our Customer Committee. As a social housing provider, we are accountable to you – the people who live in our homes and communities.

Our Board of Management play an important role in overseeing our work to ensure we are serving you well and meeting all our legal requirements.

Board members come from a range of backgrounds and are recruited for their knowledge, skills and experience of social housing.

We are creating a new Customer Committee of the Board to help us strengthen the role that customers play in making sure we are well managed, listening and responding to customers and considering them in all we do.

With more than 50 years’ experience as a not-for-profit landlord, we know the power of meaningful customer engagement. It helps us prioritise the things that matter most; provides feedback and challenge when we get it wrong; and offers ideas and innovation to help us better meet the needs of those we are here to serve.

The new Customer Committee offers all this and more – including the chance to develop valuable skills and networks at the same time as being paid for your valuable time.

Read on to find out more and get in touch if it sparks your interest – we look forward to hearing from you.

Sasha
Sasha Deepwell, Chief Executive,
Irwell Valley Homes



“Join us to drive change and make a difference.”

I’m Christie, a customer of Irwell Valley Homes and a member of the Board of Management.

I’m also the Chair of the Customer Committee. Together the new committee will oversee the development and delivery of key plans for services and hold the organisation to account on its performance. This new committee provides an exciting opportunity to share your thoughts and opinions as a customer at the highest level, playing your part in ensuring the organisation is well managed and delivering for its customers.

For the last three years, I’ve chaired Irwell Valley Homes Resident Scrutiny Panel – closely reviewing different services to see how they are performing and providing recommendations for how they can improve.

In this role, I’ve seen first-hand the commitment of Irwell Valley Homes to genuinely listen and act on customer feedback to drive change. I am keen to build on this further in my role on the Customer Committee.

I’m looking forward to hearing from you if you share a passion for putting people first as we work to deliver homes and services which enable customers to live well.

Christie Finnegan
Irwell Valley Homes Customer Board Member and Customer Committee Chair

Our homes and communities

As a not-for-profit housing provider, we have a direct relationship with 20,000 people who live in our neighbourhoods across Greater Manchester.

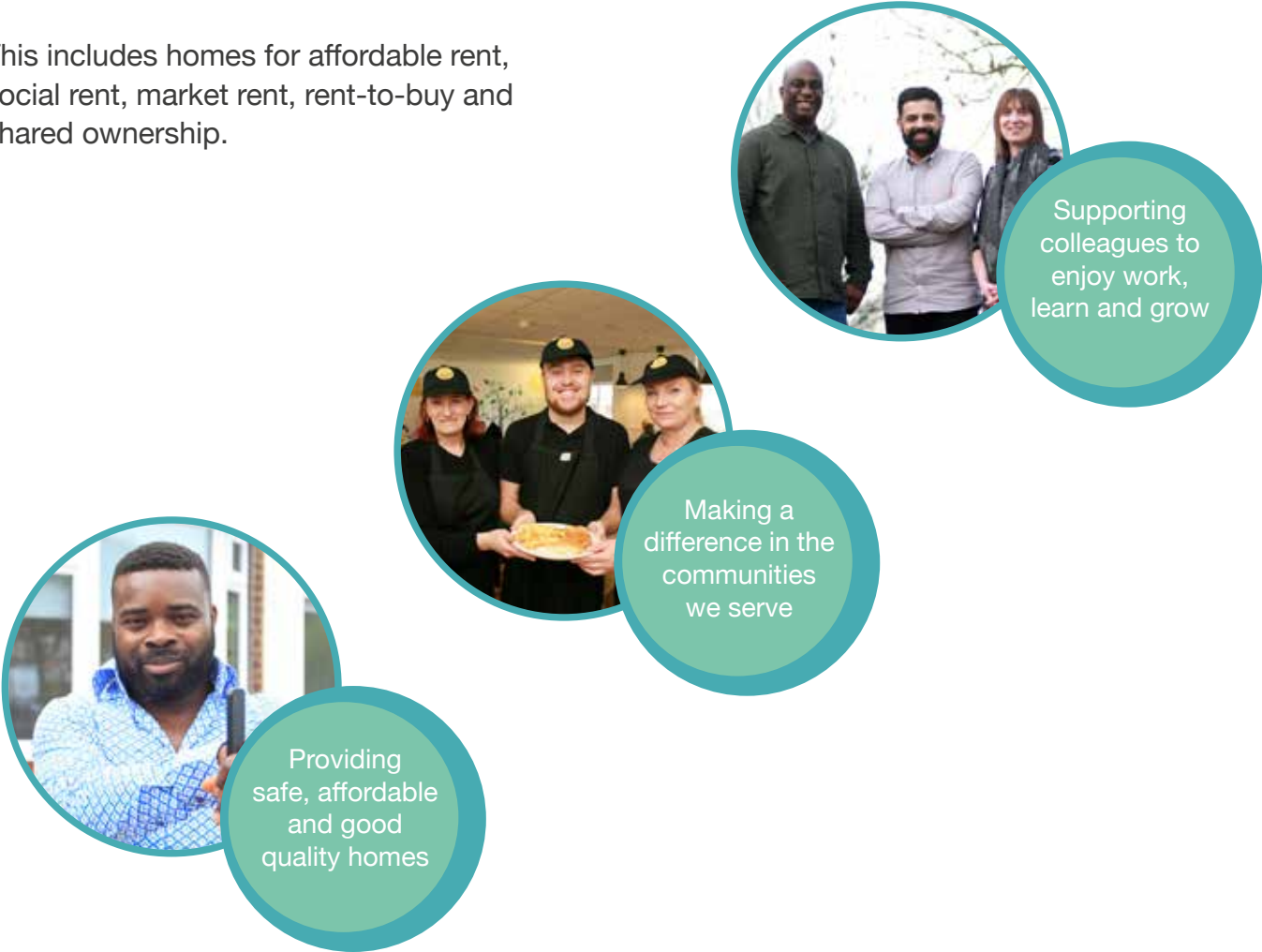
We're driven by our social purpose and committed to providing safe, affordable and good quality homes and services; making a difference in the communities we serve; building more affordable homes; and supporting colleagues to enjoy work, learn and grow.

We know how difficult it is for people to access housing they can afford in their local area, so we provide a range of tenures to help people into a home that's right for them.

This includes homes for affordable rent, social rent, market rent, rent-to-buy and shared ownership.

We also own and manage independent living homes for older people to help them live well in their community. We recognise that some people need a little extra help to live independently, so we provide homes with specialist support for people with dementia, mental health issues, learning and physical disabilities, and those who have been made homeless or have experienced domestic violence.

People are at the heart of our services and our mission is to enable people to live well in their homes and communities.



The role of the Customer Committee

The Customer Committee will support the Board of Management and Executive Team in providing homes and services which meet the requirements of the Regulator of Social Housing’s Consumer Standards.

These came into force in April 2024 with the aim of improving services for customers.

Under the new guidelines, we must:

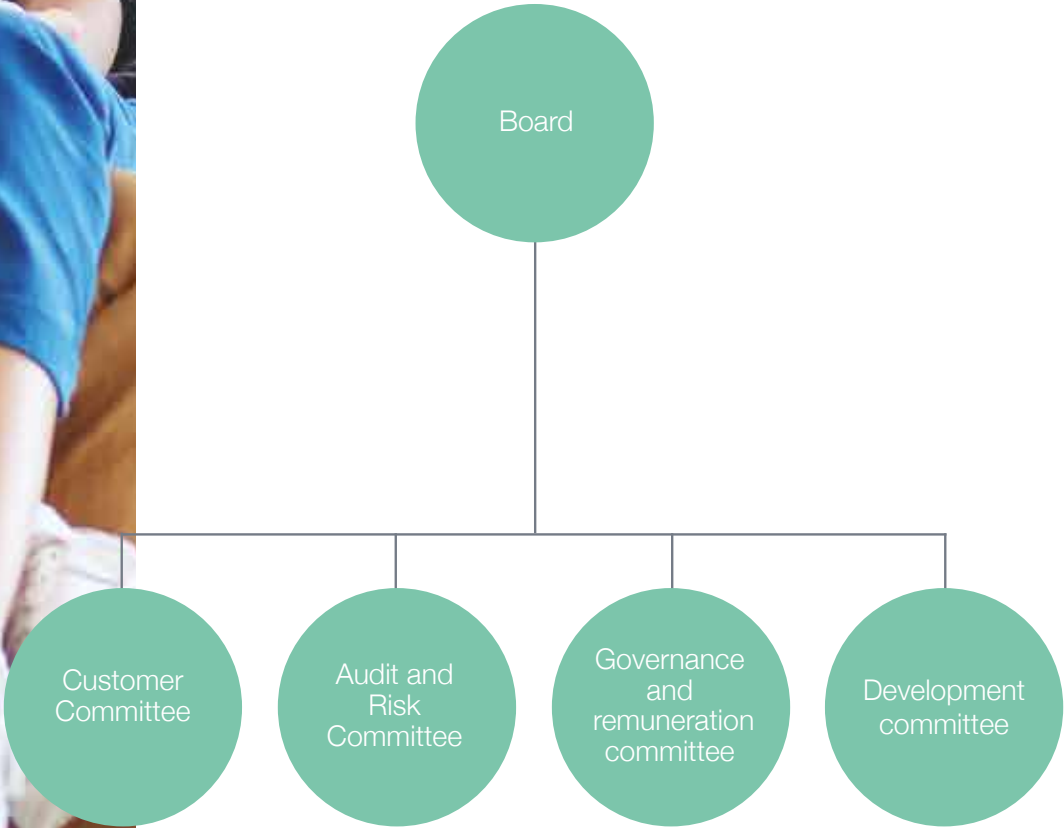
- Ensure tenants are safe in their homes and can access good quality services – the Safety and Quality Standard
- Listen and involve tenants whilst treating them with fairness and respect – the Transparency, Influence and Accountability Standard.
- Work with partners to ensure neighbourhoods are safe and well-maintained – the Neighbourhood and Community Standard.
- Ensure homes are let fairly and consistency – the Tenancy Standard.

Our Customer Committee will ensure we meet these standards for our residents across Greater Manchester.



Members will provide insight, challenge and recommendations for improvements in relation to the following areas of our work:

- How we serve customers through the delivery of our customer plan.
- How we manage and enhance neighbourhoods – through the delivery of our communities plan.
- How we listen and communicate with customers – through the delivery of our communications plan.
- How we maintain and improve homes – through the delivery of our property plan.
- How we build more homes for people in housing need – through the delivery of our new homes plan.
- How we are performing against the standards we need to meet and how we let customers know about this.



Join us to make a difference

Remuneration:
£3,000
a year

We are looking for customers who:

- Are passionate about making positive change.
- Are comfortable preparing, attending and contributing to meetings.
- Are respectful and can consider different ideas and points of view.
- Can agree collective decisions in the best interests of Irwell Valley Homes' customers.
- Are confident communicating with others and are inclusive of others.

Experience

No previous experience is needed, but the qualities and skills highlighted above will be key in the role. They will be explored as part of the application process. You can read more in the person specification at the end of this pack.

Other relevant skills, knowledge or experience that will be helpful (but not necessary) could include:

- Knowledge and understanding of good governance and its importance to not-for-profit and public sector organisations.
- Knowledge of the housing sector, including issues, trends and regulation.

- Experience of formal meetings and performance monitoring.
- Understanding of the Greater Manchester area including social, political and environmental issues and opportunities.

In return we offer:

- Payment of £3,000 per year*.
- Training and development opportunities that may help in other areas of your work or home life.
- The chance to make a real difference to the homes and services we provide.
- The opportunity to hold us to account on the services and standards we deliver.

We're committed to making the Customer Committee accessible for all. If you are interested in the opportunity but have additional needs that we need to support you with, please get in touch to discuss how we can help.

**If you are concerned the payment might impact on your financial situation – for example, if you receive certain benefits – please contact us to discuss.*

Terms, conditions and eligibility criteria

Committee members must:

- Be aged 18 or over.
- Live in one of the homes we own or manage.
- Be the named tenant of a tenancy agreement, lease or license agreement with Irwell Valley Homes, or be the spouse or partner of the named tenant (*and live at the property with them*).

They must also not:

- Have been convicted of any offence involving deception or dishonesty unless the conviction is legally regarded as spent.
- Be the subject of any court action instigated by Irwell Valley Homes in relation to any breaches of tenancy.
- Have a history of perpetrating anti-social behaviour or be subject of an ongoing ASB investigation.
- Currently work for Irwell Valley Homes.

Time commitment:

Six meetings a year in January, March, May, August, September, November, including preparation time for these sessions. Plus, an annual strategy planning day in November and two introductory training sessions.

Tenure:

Maximum of two 3-year terms.

Location: Meetings will take place in person at our office or one of our community hubs across Greater Manchester. The opportunity to join meetings remotely can be arranged on an ad-hoc basis if required, though the preference is for meetings to be held in person to encourage open discussion.

Induction and training:

Two training sessions will be provided before joining the committee plus ongoing training and development opportunities as need arises.

Tools and equipment:

Members will communicate via a private Microsoft Teams channel where all the meeting documents will be available to access. If you need a laptop or tablet to support you to access this, we can provide this. We can also print and post meeting materials if needed.



What we're looking for

Quality/skill/experience	Essential/ Desirable	How we'll assess this
Commitment to Irwell Valley Homes' mission, values and behaviours.	Essential	Interview
Involvement in an organisation similar to Irwell Valley Homes, or another public service or charity.	Desirable	Application
Experience or membership of Board or Committees e.g. an IVH customer group, charity trustee, school parent association, member of community group.	Desirable	Application
Ability to contribute to meetings, consider the opinions of others, and agree decisions.	Essential	Application/ Interview
Good listening and communication skills.	Essential	Interview
Ability to manage personal and professional relationships.	Essential	Application/ references
Good awareness of equality, diversity and inclusion.	Essential	Application/ Interview
Knowledge of social housing and the needs of customers.	Desirable	Application
Involvement in community-based projects.	Desirable	Application
Time to attend Committee meetings and any training as required.	Essential	Application
Basic computer skills to access emails and the TEAMS channel.	Desirable	Interview

How to apply

To apply for a position on our Customer Committee, please send the following information to: involve@irwellvalley.co.uk

- Some information about you and your experiences including your contact details – this could be a **copy of your CV**, but doesn't have to be.
- A **written statement** or **video clip** outlining why you are interested in the role and why you think you would be a good committee member.
- Contact details for two people who could give you a **reference** including name, address, email address, phone number and how you know them i.e. a manager at work, a neighbour, a volunteer somewhere you also volunteer. We will check with you before asking them for a reference.

The closing date for applications is Monday 22nd September 2025.

Customer Committee Terms of Reference summary

Customer Committee members shall work on behalf of the Board of Management to oversee how Irwell Valley Homes is delivering its services for customers.

This includes the areas below and any other matters given to it by the Board on an ad hoc basis.

Consumer Standards

Members will help to ensure Irwell Valley Homes' is meeting the requirements of the Consumer Standards as set by the Regulator for Social Housing (RSH).

Activities to include:

- Developing and reviewing customer-facing strategies.
- Monitoring the delivery of the action plans which support these strategies.
- Reviewing key policies.

Performance

Members will review overall performance of Irwell Valley Homes, including the annual performance report against the Tenant Satisfaction Measures (TSMs) set by the Regulator of Social Housing.

Members will also review performance against other key measures and feed any recommendations and areas for further focus and attention back to Board.

Key dates

Date	Recruitment Stage
Monday 22nd September 2025	Deadline for applications
Monday 29th September 2025	Shortlisting complete and those successful invited to interview.
w/c 6th October 2025	Interviews
w/c 13th October 2025	Offers and members appointed
w/c 20th October 2025	Training session 1
w/c 3rd November 2025	Training session 2
Friday 14th November 2025	Introduction to Board of Management at strategy day
Monday 17th November 2025	First committee meeting

Complaints Handling

Members will work with Irwell Valley Homes colleagues to produce the annual self-assessment against the Housing Ombudsman Complaints Handling Code each year.

They will also monitor and scrutinise the level of complaints and performance of complaints handling.







☎ 0300 561 1111 🌐 www.irwellvalley.co.uk ✉ contact@irwellvalley.co.uk
📘 [/irwellvalleyhomes](https://www.facebook.com/irwellvalleyhomes) 🐦 [@irwellvalley](https://twitter.com/irwellvalley)

We are really excited about the future and the part we play in creating better futures for people and communities across Greater Manchester.
