



Resident Board Member Recruitment Pack



Letter from the Board Chair

Dear Resident,

I am pleased that you are interested in the role of GCHA Board Member. The Board is currently comprised of independent members, and with a number of vacancies coming up, it is looking to bring in new members who have direct and lived experience of GCHA services to strengthen the resident voice and perspective in decision making. The Board is keen to ensure that its decisions are better informed by resident experiences that will lead to better services.

GCHA has an excellent reputation with the local authorities we work with and provides a flexible, personal and friendly service for our residents. These are increasingly challenging times, but our Board believes we should remain independent and are determined to fulfil our vision of “Opening doors to safe, secure and affordable homes”.

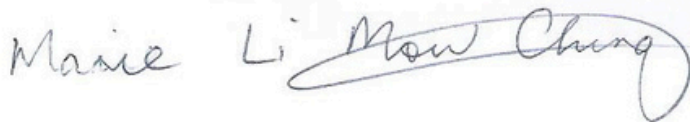
Our Resident Board member will be an integral member of the Board, working closely with other Board members and our executive team. The Resident Board member will specifically bring knowledge of our services and contribute to our plans on how we can better support our residents, improve our services and measure our progress against this commitment.

We are looking for residents who have a good understanding of the housing sector and the regulatory requirements. A good knowledge of housing, repairs and maintenance, compliance and/or digital transformation would also be an advantage.

This pack gives you some background information on GCHA, details of the role and responsibilities of a Board member and the person specification for the role and how to apply.

The successful candidate will have the skills and experience set out in the person specification, share GCHA's vision and values and commitment to equality and diversity.

Thank you for your interest and I look forward to your application.



Marie Li Mow Ching
Chair of GCHA Board



About Us

Gravesend Churches Housing Association Limited (GCHA) is a registered provider incorporated with the Financial Conduct Authority as a Community Benefit Society with Charitable Status (no. 16849R). It is also registered with the Regulator of Social Housing (no LH 0870).

In 2004 we signed a joint development programme with another association [since ended] delivering 42 new affordable housing units at DeWarren House, Glebe Road, Rochester Road, Fulwich Road and four street properties in Singlewell. In recent years, working with small developers, we have delivered 37 units for market rent to cross-subsidise our affordable homes.

Our History

We were formed in September 1964 by the Gravesend and District Council of Churches, which recognised the growing need for affordable rented housing in the area.

By 1966, spurred on by the drama 'Cathy Come Home' we had raised enough cash to purchase 14 London Road, Northfleet, creating our first nine flats for rent.

With the passing of the 1974 Housing Act and the introduction of capital grants, GCHA grew from strength to strength. By 1977, we had over 100 homes, rising to over 200 by 1980, including purchasing Elizabeth Court in central Gravesend and expanding our homes and services to the borough of Dartford.

In 1987, we took over the management of 22 units on behalf of Maidstone Churches Housing Association, amalgamating them into our stock in 1992.

In 2017, we came full circle and returned to our original home, with new offices at 14 London Road, as part of the redevelopment of the site.



Our Properties

Location	Number of properties
<i>Dartford</i>	21
<i>Gravesend</i>	288
<i>Greenhithe</i>	36
<i>Maidstone</i>	43
<i>Northfleet</i>	172
<i>Swanscombe</i>	46
<i>Meopham</i>	9
	615

In 2021, we completed the purchase of a site to build nine units in Meopham.

We continue to work closely with local councils, as well as Kent Housing Group, the g320 group of small housing associations, and the South East Consortium (a procurement organisation).



Our Vision

Opening doors to safe, secure and affordable homes.

Our Culture

Our culture is defined by our values which underpin everything we do and inform our behaviours, decisions and delivery of our strategic priorities.

Our Values



We adapt quickly to challenges and provide a flexible, personal and friendly service for our residents and communities.



We are quick to respond and believe in going the extra mile and taking personal responsibility for the services we deliver.



We provide equal access to our services and resources. We believe that everyone has the right to be treated fairly and with respect.



We keep our promises and can be depended on by our residents to provide and maintain good quality affordable homes and a consistent service that meets their needs.



We take ownership for everything we do and are held accountable by our residents, Board members and the social housing regulator.



Recruitment Timetable & Process

Closing Date: 29 July 2024

First interview: (dates to be advised).

The successful candidate will be invited to attend the GCHA away day on 21 November 2024

To Apply

Please provide a CV (no more than 3 sides of A4) together with a supporting statement and complete the confidential Declarations & Monitoring Form.

The supporting statement should demonstrate your suitability for the role and address key elements of the person specification enclosed in this pack.. Please ensure you provide evidence, with recent examples of your experience.

Send your application (CV/statement & Declaration & Monitoring Form) by 10.00 am on 08th July by email to bukky.mcglynn@gcha.org.uk

If you would like to discuss any aspect of this post or the process, in confidence, please contact Bukky McGlynn, CEO, at bukky.mcglynn@gcha.org.uk



Our Resident Satisfaction

Based on the results, residents are most satisfied that their homes are safe (72%), with gas servicing (70%) and that their communal areas are clean and maintained (70%). While 68% of residents are satisfied with the repairs service over the last 12 months, residents felt that GCHA is easy to deal with and that they are treated fairly and with respect.

On the other hand, we recognise that a key area that residents remain dissatisfied with is complaints handling, having achieved the lowest level of satisfaction at 34%. We will be working with the newly formed Resident Scrutiny Panel to improve our overall complaints service. While we have improved in our repairs service, we recognise that the repairs service may also need to be reviewed, with just over half of residents (56%) satisfied with overall repairs and maintenance service.



65%
overall satisfaction



55%
staff keep promises



72%
safe home



68%
Repairs - last 12 months



62%
keeps you informed



70%
communal areas clean



50%
anti-social behaviour



68%
easy to deal with



68%
treats fairly &
with respect



72%
positive
contribution to the
neighbourhood



34%
complaints handling



50%
listens & acts



Our Board Members



Marie Li Mow Ching
(Chair of the Board)



Chris Starke
(Chair of the Audit & Risk Committee)



Bukky McGlynn
(CEO)



Nicola Bowen



Andrew Pert



Eileen Jordan



Abay Aromire



Brian Horton



Jim McLaughlin



Paul Sylva



Roselyn Unegbu



| Our People



Bukky McGlynn
CEO



Morenike Ajayi
Director of Corporate
Services



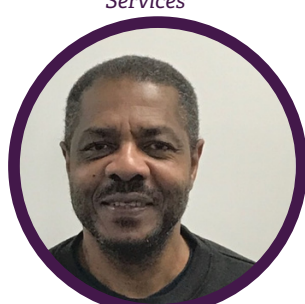
Leanne Donald-Whitney
Director of Operations



Lucinda Pedley
Housing Officer



Stuart White
Senior Estates Services Officer



Maurice McIntosh
Estate Services Officer



Sandhya Vellore
Finance Manager



Ashley Couchman
Compliance & Data Performance
Officer



Darren Webb
Estate Services Officer



Julie Moore
Executive Assistant



Lisa Doyle
Business Support Officer



Hitha Sirivolu
Rents & Finance Officer

GCHA has a small, diverse staff team. Our staff have strong links in the communities they serve and offer a personal, friendly touch aligned to our values as a small local housing provider.

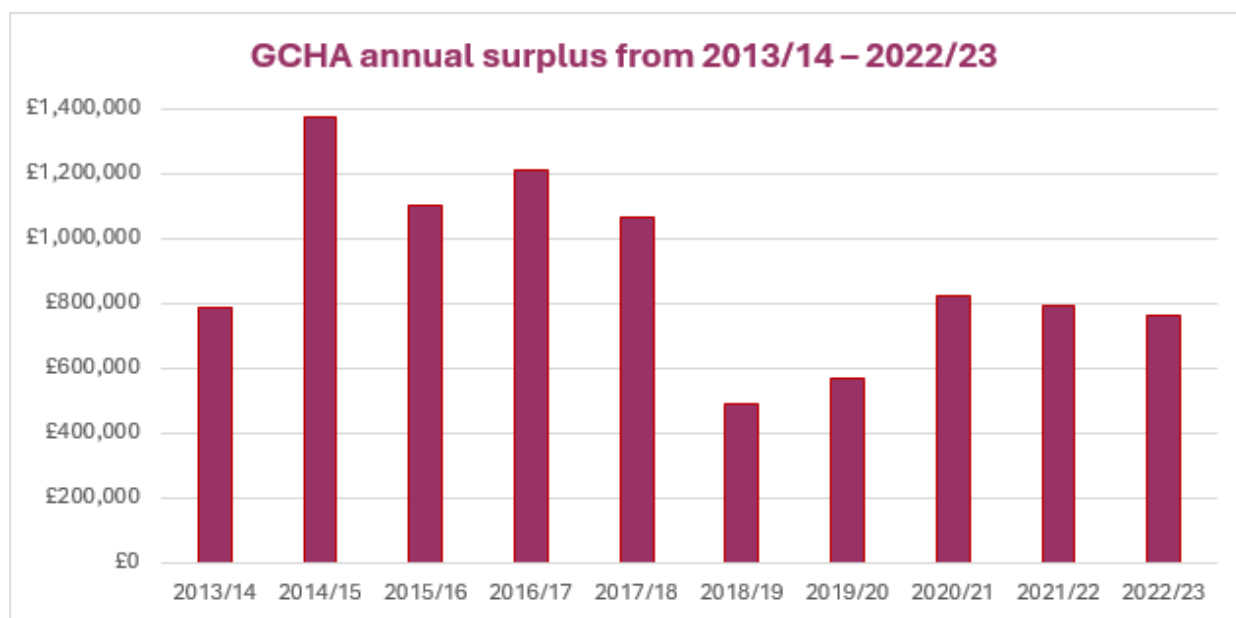
Our staff are motivated by our vision and strategic priorities to provide affordable housing and services in the communities we serve. We will continue to invest in our staff to ensure they are equipped to adapt to the ever-changing environment - whilst growing with the organisation - and enjoy a rewarding and interesting career in the process.



Financial Strength

We continue to be a financially strong association, generating a healthy annual surplus to reinvest in modernising existing homes and providing new ones.

GCHA annual surplus from 2012/13 - 2022/23



The graph above reflects our annual surplus position before pension actuarial valuation costs.

In 2022/23, our annual surplus position was £760k, which is a slight decrease on the 2021/22 annual surplus position of £791k, primarily due to increased financing and maintenance costs.

Since 2018, we have increased investment in our stock and staff to address health and safety compliance requirements. Moving forward, we will continue to generate healthy surpluses for reinvestment in our existing properties.

GCHA remains financially robust, generating sufficient surpluses each year to reinvest in our existing homes and further the delivery of our strategic objectives.



Strategic Priorities

Our key objectives which are set out in our rules are:

The business of providing and managing housing including social housing and providing assistance to help house people and associated facilities, amenities and services for poor people or for the relief of the aged, disabled (whether physically or mentally) or chronically sick people.

Any other charitable object that can be carried out from time to time by a registered society registered as a provider of social housing with the regulator.

At a strategy away day in November 2023, our Board members reflected on our achievements over the last three years and considered the culture and vision for the future. It was agreed that we should continue to operate as an independent, community focused housing provider.



Our Priorities for 2022-2025



1. Deliver good quality homes and excellent services in safe neighbourhoods



2. Maintain high levels of resident and staff satisfaction and engagement



3. Develop new energy efficient affordable homes



4. Remain financially viable and strong

Risk

At the GCHA Board strategic away day in November 2023, the Board discussed its approach to risk and the current controls in place.

The full risk register is available on request and monitored at the Audit and Risk Committee and at Board meetings quarterly.

Our Audit and Risk committee was formed in April 2018, with meets 4 times a year.



| Role Profile

Resident Board Member

The overall purpose of the role is:

- *To provide strategic leadership of the organisation in the achievement of its objectives.*
- *To ensure its financial viability and ensure compliance with the law and regulatory standards.*

As a Board member, you are part of a team with responsibilities for the strategic direction of the Association, overseeing and monitoring plans that improve services to residents.

The key responsibilities are:

These apply to all Board members, including the Chair and Committee Chairs

- To set GCHA's vision, mission and values and have oversight of the culture that will best enable the delivery of the strategic objectives.
- To participate fully and contribute in the planning of GCHA's strategic direction, setting objectives and monitoring performance against delivery of the corporate strategy and business plan.
- To ensure that the needs and safety of the organisation's current and future residents and other customers are placed at the heart of the Board's decision-making, particularly relating to the quality of homes and the discharge of the landlord responsibilities for health and safety.
- To act in good faith with care, diligence and skill ensuring that decisions are taken in the best interests of GCHA and in accordance with the law.
- To act within the powers of GCHA as set out in its Rules and Governance Handbook.
- To declare any conflicts of interests.
- To receive and consider reports prepared by management and to constructively question these to ensure that decisions are well founded.
- To adequately prepare for, and attend, Board / Committee meetings (as appropriate) and other Board events and take collective responsibility for decisions made and abide by them.



| Role Profile

Resident Board Member

The key responsibilities are: cont.

These apply to all Board members including the Chair and Committee Chairs

- To ensure the financial viability of GCHA through effective business planning and budgeting including the approval of annual revenue and capital budgets, the treasury policy and to ensure that these drive the outcomes set out in the corporate strategy and financial business plan.
- To maintain sound financial management of GCHA's resources ensuring income is maximised, expenditure is minimised and investment activities meet accepted standards and policies.
- To drive value for money across all GCHA's operations and asset base and to seek assurances that GCHA is delivering value for money (economically, socially and environmentally) in an appropriate manner for its business.
- To ensure that systems of risk management and control are robust and effective.
- To maintain the highest standards of governance and conduct, providing support, scrutiny and challenge to the Executive team as appropriate.
- To participate in individual and collective Board appraisal and contribute to the identification of personal and collective development needs and to attend development events as required.
- To treat Board information and discussions as confidential until advised to the contrary.
- To foster good working relationships and shared understandings with other Board members, the executive team and the leadership of GCHA.
- To ensure that appropriate human resources capacity and capability are in place for GCHA to meet its objectives.
- To ensure that there is a clear and active commitment to equality, diversity and inclusion in all the organisation's activities.



| Role Profile

Resident Board Member

Person Specification:

- *Experience of social housing as a Gravesend Churches Housing Association (GCHA) resident.*
- *Strong interpersonal and communication skills.*
- *The ability to work with other Board Members to develop strategy and monitor compliance with regulation.*
- *Good understanding and commitment to GCHA's mission and values.*
- *Experience of working in the housing sector e.g. housing management, property management, contract management.*
- *Personal commitment to self-development and learning, diversity and inclusion.*
- *Ability to deal with complex policy, legal and financial issues contributing to effective decision making.*

Terms of Service

Remuneration of £2,250 pa

An initial 3 year term with an expectation of extension up to a maximum of 6 years.

To download full Board Member Terms of Reference [click here](#)

