



Tai Merthyr Merthyr Housing

Board Member Recruitment Pack



Contents:

Welcome to Merthyr Tydfil Housing Association	3
Who are we looking for?	3
Purpose, Vision & Values	4
Our History and Future Plans	5
Governance	6
Our governance structure	Error! Bookmark not defined.
The Board	6
Our Board Members	8
Senior Management Team.....	11
Staff.....	11
Tenants' Voice	11
Equality & Diversity.....	12
Board Member Role & Person Specification	Error! Bookmark not defined.
How to Apply	Error! Bookmark not defined.
EQUALITIES MONITORING	Error! Bookmark not defined.
DECLARATIONS	Error! Bookmark not defined.

Welcome to Merthyr Tydfil Housing Association

We are looking to co-opt up to three Board members before being appointed formally at our AGM in 2026.

We have put this pack together to give you a sense of who we are, how we work and the contribution the role makes to the success of our business. We hope, having considered the information below, you will decide to make an application.

Who are we looking for?

We are seeking motivated individuals who have an empathy with our tenants and communities. Your background, whether public, private or third sector is less important to us than your appreciation of the area in which we operate, Merthyr Tydfil, as well as an understanding of the wider social, economic and environmental issues and our challenges as a housing association.

Merthyr Housing embraces diversity and seeks to promote the benefits of diversity in all its business activities.

We welcome applications from people of all backgrounds and particularly encourage applications from candidates who are aged under 40, Black, Asian, Minority Ethnic, Disabled, diverse nationalities and LGBTQIA+ candidates.

We recognise the value that this diversity can bring to our organisation and commit to guaranteeing an interview for all those who meet the essential criteria of any given role in these identified groups.

Crucial, however, is that you share our vision and values, understand what it means to be on the board of a committed, community-focused organisation, with board and executive having a shared endeavour - working towards providing the best possible services and support to our communities.

You could be an experienced board member, or this could be your first application for a board position. You must have specific expertise to benefit our core business. We are looking for individuals who have experience in *Governance, HR, Health and Safety, PR and Marketing, Asset Management, Community Development*, can bring lived experience of social housing or a good understanding of the borough of Merthyr Tydfil and its specific needs and challenges so that we have a balanced, but diverse board.

For the role you will be a team player, operating to the highest standards of probity in a culture of openness as well as a leader.

Purpose, Vision & Values

Purpose

Working with people to improve their lives.

Vision

We will work with people within the borough of Merthyr Tydfil and provide sustainable tenancies in quality accommodation within vibrant communities.

Values

Our values identify what is important to the Association. These values influence behaviour and attitudes and should be reflected in how we behave to our stakeholders.

We believe that it is important to be:

- Accountable
- Caring
- Efficient
- Knowledgeable
- Respectful
- Innovative

Our History and Future Plans

We were established in 1977 as a non-profit making Industrial and Provident Society with non-charitable rules (which were changed to charitable based rules in 1998). Initially, we worked in the specific areas of Dowlais, Aberfan, Troedyrhiw and Cefn Coed. Our work gradually spread to encompass the whole of the local authority borough of Merthyr Tydfil.

In March 1989, we had 513 units in management and through targeting acquisitions and rehabilitation had considerably improved the fabric of communities such as Dowlais. Since 1989 and the advent of mixed funding we have continued developing primarily new buildings on infill sites and as at March 2024 we manage 1,203 units, including seven commercial units.

In keeping with our strong sense of history and community we have developed several landmark schemes which have assisted in the preservation of historic buildings. Two examples of these are the elderly persons scheme at Dowlais Stables and Taibach Cottages in Pentrebach.



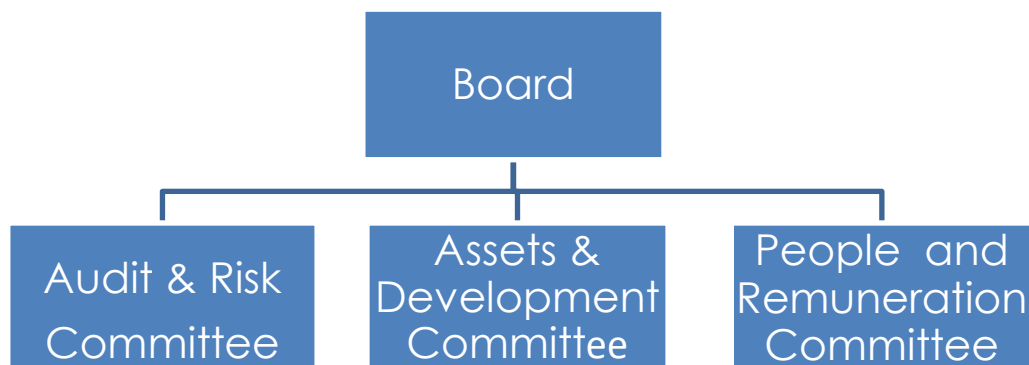
In developing new buildings, we are very conscious of the existing environment and seeks to complement existing buildings and enhance the community. We are proud of our regeneration projects including Redhouse Old Town Hall, Flocks, and 115 High Street.

Our Corporate Plan 2025-2028 is focused on delivering against four strategic priorities that will be used to take the Association forward to achieve its vision and will set out the key outcomes for each strategy.

We will progress each of our three strategic priorities: Tenant Experience, People and Culture, and Growth. Equality, Diversity and Inclusion underpins all of our plan.

Governance

We have a simple structure, as shown below.



The Board

The Board has overall responsibility for the organisation's strategic direction, its corporate governance and financial probity, ensuring that there are appropriate resources to meet our goals and standards of service. In addition, the board provides support, challenge and scrutiny to officers.

The Board has 9 members – all members are selected by the Board and formally appointed at the Annual General Meeting.

Up to three members can also be co-opted onto the Board.

The Board meets on average eight times a year, on a six-weekly cycle, at 5.30pm on a Tuesday. Usually, we meet face-to-face. We will provide you with an i-Pad to access the meetings. We ask that you can commit 7 hours a month to our Association.

Our Audit and Risk Committee and Asset & Development Committee meetings take place quarterly. The People and Remuneration Committee meets at least once a year depending on the requirements of the Association. Our committee meetings are a hybrid where some meetings are held virtually via Microsoft Teams and others are held face-to-face.

Board members also attend away days, induction and training sessions, as required.



Our Board Members



Ann Batley –Chair

Ann joined the Board in 2021. She has extensive experience of working within Local Government, specifically the Social Care Sector and through this developed an interest in the housing sector, particularly in sustainable tenancy. On retirement, Ann was keen to use her knowledge and skills to help the communities in which she had worked. One of Ann's passions is ensuring that the voice of the service user/tenant continues to be listened to and is influential in the development and purpose of the Association



Mandy Garrett – Vice Chair

Mandy joined our Board in September 2023, with over 20 years as a technology, digital services and business transformation leader. She brings her specialist knowledge from previous leadership roles in international education, social housing, care and support, and financial services.



Janet Bochel – Chair of Assets & Development Committee

Janet is an experienced housing professional, having worked in the sector for over 30 years before retiring in 2022. She has a strong knowledge of asset management, development, housing management, supported housing and community development. She supports our ambition to grow, improve and maintain services and reduce our carbon emissions. Janet joined the Board in September 2022.



David Palmer-Lewis - Chair of People & Remuneration Committee

David is from Merthyr and is a Chartered Accountant who has previously worked in external audit for Deloitte and Grant Thornton. He is currently Head of Financial Reporting at Principality Building Society. David has Board level experience and brings a wealth of knowledge in relation to finance, governance and funding. David joined the Board in September 2023 and is enthusiastic about ensuring there is greater hometown representation on the Board and using his experience and expertise to support current and future tenants of MTHA.



Gary Colston

Gary has 20 years of experience in working in social housing sector for both traditional RSLs and LSVT. His experience is with reactive maintenance, planned maintenance, asset management and development. Gary joined the Board in 2021 and wants to help MTHA to revive the town and communities of Merthyr Tydfil to their former glory. He lives in the borough.



Joanne Way – Chair of Audit and Risk Committee

Joanne joined the Board in September 2023. She is the Director of Finance and Corporate Services at a non-profit organisation providing support to people with learning disability to live independently. She is a Chartered Accountant and has senior experience at a number of social landlords as well as in the private sector.



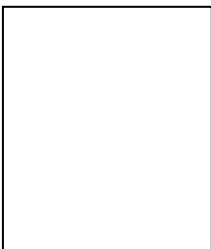
Natasha Appasamy

Natasha joined the Board in September 2024. She has extensive experience in governance, HR and senior management. She currently works in the Civil Service. Natasha has worked and volunteered for housing associations and homeless shelters. She has also worked across different communities within health and social care in the third sector in South Wales.



Eve Wilkins

Eve joined the Board in September 2024 and is a dedicated and experienced professional with a track record in delivering exceptional customer service and fostering positive relationships. Eve lives in Merthyr and is proud to support an organisation that is focused on delivering for her community.



Adrian Huckin

Adrian was co-opted to the Board in November 2025. He has recently retired from a long career in the housing sector.

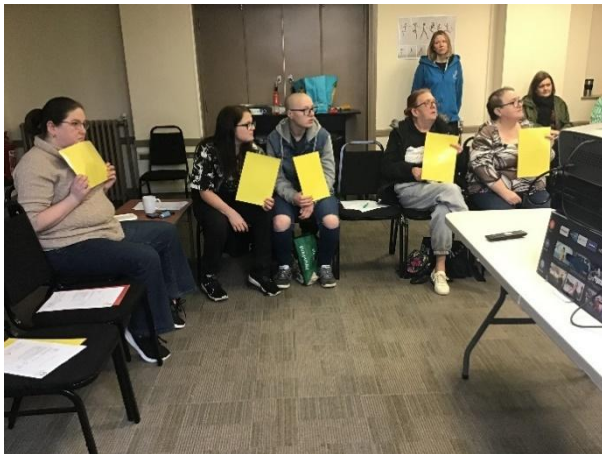
Senior Management Team

Our Chief Executive, Karen Courts, is supported by two Directors. The Director of Corporate Services oversees finance, HR and IT. The Director of Operations oversees maintenance, housing, community development and rents and customer services.

Staff

The recruitment and retention of skilled staff who can manage and run the Association is a key objective of the organisation. We are committed to creating and sustaining a working environment that supports individuals in their personal and professional development and their health and well-being. We believe that work plays a significant part in people's lives and so we want our organisation to be a happy and a healthy place. The Association holds the Gold award for Investors in People. We have a staff of 49

Tenants' Voice



We are committed to putting tenants at the heart of our services.

We aim to engage and consult with tenants on a range of topics affecting both operational and strategic activities. Tenants' views are taken on board in a range of different ways, including questionnaires, satisfaction cards and face to face contact.

We are accredited under the Customer Service Excellence award, which provides a practical tool for driving customer-focused change, developing customer insight, understanding the user's experience and a robust measurement of service satisfaction.

Equality & Diversity

As both an employer and provider of housing services, we are dedicated to tackling discrimination and reducing disadvantage. We wholeheartedly accept our statutory responsibilities and are committed to extending principles laid down in law to individuals or groups who are discriminated against or treated unfairly. What's more, we devote a great deal of time to seeing how we can continually improve in relation to equal opportunities.

We are members of Tai Pawb who strive to promote equality and social justice in housing in Wales and have signed up to their Deeds Not Words pledge to end racial inequality in housing. We have also achieved the QED award (Quality in Equality & Diversity) by demonstrating our commitment to equality and diversity.