



Candidate Pack
Tenant Board Member



We believe in working in partnership to support strong communities and change lives for the better.

At Chime Housing we are committed to attracting the best people to help us deliver great services, build much-needed homes and invest in our communities.

By helping to shape our story, you could play a key role in ensuring we meet these goals.

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Welcome

Thank you for your interest in joining Chime Housing's Group Board. As part of our Group succession planning, we are now recruiting for a Tenant Board Member to ensure we remain a community-focused organisation.

As a Member of the Group Board, you will use your lived experience, expertise, and insight to help us achieve our ambitious goals. You will be accountable to the Chair of the Group Board.

This candidate pack includes information on the role, so please read it carefully to find out more about what it involves – I hope that after reading you will decide to apply.

Successful candidates will join an energetic and ambitious Group, working to ensure that we successfully navigate the challenging operating environment to achieve our ambitious goals.

As a Community Gateway housing association, we're committed to putting our customers at the heart of our work and giving tenants a voice.

In line with this, we have dedicated positions on our Group Board for tenants, so this is a great opportunity for you to play a critical role in helping us to shape, develop and deliver our vision, making a lasting difference to our communities, our current and future residents and our employees.

We are looking for exceptional candidates who share our passion for making a real difference.

Yours sincerely,

Rachel Hatfield – Interim Group Board Chair

Our journey

Both Thrive Homes and Watford Community Housing have been providing high-quality homes and services for almost two decades, but have come a long way since their formation. We've seen impressive growth, embraced new technologies and helped our residents to live healthier, happier lives.

By coming together as Chime Housing we will strive to do even more. Whether our customers have been with us since day one or just moved into their first Chime Housing home, we want to make sure we provide a first-class experience at every point.

Our plans for the future

We established ourselves as trusted partners to other organisations and will leverage our individual reputations to help Chime Housing grow and improve.

We will work together with customers and colleagues to create a new corporate plan, along with revised vision and values that build on the strengths of both organisations.

This a great time to come aboard as you will be joining a vibrant, exciting new organisation and will help to shape its future.

We are determined to keep building on our strong track record as the partner of choice for other local organisations, to deliver new homes and strengthen communities.

Expanding our areas of operation

Chime Housing now has a presence across multiple local authority areas. By offering high-quality services to residents, we look to deliver friendlier communities that help to improve lives.

Putting people first

As a Community Gateway housing association, we put people at the heart of our work. Our customers are invited to become members, and staff, stakeholders and local residents can become associate members. Members have voting rights and are empowered to influence our work and play a central role in our decision-making.

We own and manage more than
13,000
homes

We spend around
£20m p/a
to maintain and improve homes

We have more than
400
employees

Intermin grading of
G1 / V2
from the Regulator of Social Housing



Our vision

*Places people are
proud to call home.*



Our values



We put people first



We own it



We're all in it together



We always want better



Committed to equality, diversity & inclusion

Just as we strive to make our communities friendly and open to everyone, we are committed to ensuring that we have a diverse and inclusive workforce that reflects the communities we serve.

We have a dedicated *Equality, Diversity & Inclusion* group that champions diversity and drives inclusion, helping us to build a vibrant culture and workplace where everyone can feel comfortable to be themselves.

Role profile:

Tenant Board Member

About the Group Board

The Group Board is responsible for the overall control of the Group and the monitoring of its performance in delivering our growth agenda, as we strive to deliver much-needed social, affordable, and shared ownership homes in accordance with our status as a Community Gateway housing association.

We are currently looking to recruit a new Tenant Board Member. Please read the following information carefully to ensure you understand what the role involves.

Supporting you in your role

During your time as a Tenant Board Member, there will be ample opportunities for you to learn, develop and grow. You can expect to undergo high-level training and attend conferences – the cost of which will be covered by Chime Housing.

You will also be provided with IT equipment and a dedicated mentor, who you can contact at any time, to help you find your feet and settle into the role.

Key responsibilities

- Defining and ensuring compliance with the values and objectives of the Group.
- Advising and supporting the organisation, via the Group Board, on matters affecting the running of the organisation.
- Being an active member of our CEC committee.
- Working with the business on a range of matters to ensure we deliver against our customer promises and play a key part in creating our future strategy .
- Establishing and approving key policies, plans and strategies to achieve the Group's objectives.
- Approving each year's accounts prior to publication and approving each year's budget, alongside the rest of the Group Board.
- Taking an active role in decision-making on policies which affect the organisation and our customers.
- Ensuring the Group Board adheres to high standards of corporate governance, in full compliance with all legal and regulatory requirements, including financial viability.
- Participating in appraisal for self-development.
- Engaging in high-quality debate and well-informed decision-making that is owned by the Group Board as a collective.
- Acting as an ambassador for the Chime Housing Group to support our profile and brand.

Role profile:

What we're looking for

There are opportunities to develop a variety of skills and experience as a Tenant Board Member, but we do encourage applications from candidates who have the following:

- A commitment to social and affordable housing, and being a community business.
- The ability to work well as part of a team and to think strategically.
- The ability to communicate effectively with all stakeholders.
- The ability to represent and promote the Group to other organisations.
- IT literate and able to review and analyse large and complex data.
- The ability to absorb, comment upon and make decisions about formal reports presented to the Group Board, such as policies, performance information and budget reports.
- Good negotiating skills and the ability to work towards a common goal.
- A desire to understand the different roles of the non-executive and executive directors.

Other requirements

- The ability to champion and encourage equality, diversity and inclusion, while being aware of unconscious bias.
- Attendance at 85% of Group Board and allocated committee meetings, or other activities.
- A commitment to being a Tenant Group Board member for at least three years.
- A willingness to attend training courses, seminars and conferences to gain knowledge and skills appropriate to the role.



Frequently asked questions

What provisions or expenses will I receive as a Tenant Board Member?

You will be provided with IT equipment to help you perform your role as a Tenant Board Member, as well as free access to high-quality training and conferences. You will also have access to a dedicated mentor.

What's in it for me?

As a Tenant Board Member, you will not only receive an annual remuneration of £8,000 and have access to the provisions and expenses mentioned above, but you will also have the opportunity to grow and develop your current skills and career prospects. You will develop a variety of skills by working collaboratively with other Group Board Members, making critical decisions and debating on matters that affect the wider residents and staff of Chime Housing.

If I currently receive help with my housing costs, will the payment of £8,000 that I receive affect my welfare benefits or Universal Credit claim?

Yes you will need to declare this income to DWP, but our Financial Inclusion Team can help support you through the process.

Will I be exposed to sensitive and confidential information during my time as Tenant Board Member?

Yes, you will have exposure to a variety of information relating to our staff and customers, as well as business-sensitive information relating to our organisation. We would need you to handle this information with confidentiality.

Will I get to meet with other tenants who are Board Members for other housing associations?

Yes – we can provide opportunities for you to network with others in a similar role and to attend national tenant participation events and conferences.

How will I report issues and deal with my tenancy as a Tenant Board Member?

Nothing changes in that respect. You can still speak to your housing officer, or report any issues to our Customer Services team as usual.



Group structure



Governance structure



Meet the team



Paul Richmond – Chief Executive

Paul is known for his enthusiastic and innovative style, with a focus on customer outcomes and engaging commercially with the business. With over 20 years of experience in the housing and insurance sectors, Paul is a seasoned senior professional having held both Executive and Non-Executive roles within the housing sector.

He holds an Executive MBA from Cranfield University and is a Fellow Chartered Management Account. He is also a dedicated Trustee at Crohn's and Colitis UK, demonstrating his commitment to community and inclusivity causes.



Greg Whelan – Chief Finance Officer

Greg has worked in the social housing sector for 20 years, including 11 years at Watford Community Housing earlier in his career and three years as an Assistant Director of Finance & Procurement at Housing Solutions.

Greg is both a qualified accountant and treasurer, and as the Chief Financial Officer for the Group he is responsible for the finance, IT and treasury teams as well as the stewardship of the Group's financial operations.



Nick Wright – Executive Director of Development

Nick has 35 years of experience in the affordable housing sector, the last 25 leading development teams and delivering sustainable growth across the East of England Region.

As Executive Director of Development, he oversees our development activity, helping drive sustainable growth through our ongoing partnerships with local councils, construction specialists, and other housing associations.



Paul Harris – Executive Director of Operations

Paul brings a wealth of experience in leading customer services, operational performance and stakeholder engagement. He joined Curo in 2017, where he was the senior person accountable for complaint-handling and had responsibility for their compliance with the consumer standards.

Paul has also been VP Corporate Affairs for Acorn Group, an African property management company, Group Director Customer Experience at Unite Students Group, and held roles at the South West Regional Development Agency, Laing O'Rourke Group and Royal Mail.



James Ross – Executive Director of Asset & Compliance

James took on this new role from his previous post as Director of Assets at Thrive Homes. An accomplished leader with over two decades in housing and management consultancy, James applies a data-driven approach to strategic assurance.

He is responsible for the safety and quality of Chime's portfolio, overseeing the in-house repairs teams and delivery of all planned improvements, including directing a 'Healthy Homes' programme to meet Awaab's Law requirements.



Amy Fox – Chief People & Governance Officer

Amy was promoted to Chief People & Governance Officer shortly after the formation of Chime Housing in June 2026. Prior to that Amy was the Assistant Director of People & Governance at Watford Community Housing since July 2022.

Having spent over 20 years in HR, Amy has extensive experience leading all aspects of culture transformation, workforce strategy and board-level governance. Amy holds a CIPD Level 7 diploma and is passionate about fostering inclusive, high performing teams.

Meet the team

Our Group Board



Rachel Hatfield – Interim Group Board Chair

Rachel Hatfield was on the Board of Thrive Homes as a non-executive director from July 2021 until the formation of Chime Housing in June 2026.

With over 20 years' experience working as an international finance and corporate lawyer, progressing to become a partner at global law firms Weil, Gotshal & Manges and White & Case, Rachel's focus is now on growing third-sector education and healthcare organisations in Hertfordshire, Oxfordshire and the Thames Valley. Whilst practising law, Rachel also helped grow the EHYA, a European trade association that is now part of The Association for Financial Markets in Europe.

Rachel taught for several years on the LLM programme at King's College, London and worked in supervision, research, policy and stakeholder engagement at the SRA, the main regulator for the UK legal profession.



Clare Norton
Customer Experience
Committee Chair &
Member Responsible for
Complaints



John Tibbets
Subsidiaries Chair



Ceres El-Khalifa



Dale Butcher
Investment
Committee Chair



Kay Burnaby



Richard Hanrahan
Treasury Working
Group Chair



Matthew Peak
Audit and Risk
Committee Chair



David Dahan



Graeme Snell

**Click here to find out more
about our Group Board.**

Remuneration

Tenant Board Member

Fee: £8,000 per annum

The term of office would be three years, with possible renewal for a second three-year term.

Attendance requirements

Group Board meetings in 2026/27 are scheduled for:

- 25 January 2027
- 22 March 2027
- 17 May 2027
- 19 July 2027
- 8-9 October 2027 (away day)
- 18 October 2027

Customer Experience Committee meetings are scheduled for:

- 11 March 2027
- 17 June 2027
- 9 September 2027
- 2 December 2027

Meetings are generally held late afternoons/early evenings, usually finishing no later than 8pm.

Meetings will be held in person at our Gateway House office wherever possible, and otherwise virtually. You will also be required to attend training sessions held throughout year and other Group events.



Making your application

Now you know all about us and the role, it's time for us to hear more about you and how you would help turn our plans into reality. Here's a reminder and a few instructions about what to do next.

1

Make sure you've gone through this pack carefully: Read the pack and review our plans and aims – find out more at chimehousing.org.uk

2

Review your CV:

Tailor your CV so that it aligns your achievements to our goals and aims. Make sure it clearly tells us what you can bring to us and it's no longer than three pages.

3

Provide a supporting statement:

You should provide a statement of no more than 500 words on why you want to become a Tenant Board Member, and how you feel you meet the requirements as set out in the role profile.

4

Make your application before the deadline:

Make your formal application online.
Applications close on Thursday 29 October 2026.

The key dates

Opening date for applications	Friday 16 October
Closing date for applications	Thursday 29 October
Shortlist virtual interviews	Monday 2 November
Final interviews	Thursday 5 November

Our Commitment to Inclusion

Chime Housing is committed to building a diverse, inclusive and values-led organisation. We welcome applications from individuals of all backgrounds, experiences and perspectives. Our recruitment process is fair and accessible, ensuring equal opportunities for all candidates. As a Disability Confident employer, we're happy to make reasonable adjustments throughout the process, please let us know if there's anything we can do to support you



chime
housing

