

CUSTOMER BOARD MEMBERSHIP – AUGUST 2017

As part of our commitment to ensure customers are central to what we do and the decisions we make, our LYHA Board of Management includes one specific position for a customer; either a tenant or resident of an LYHA home.

This is in addition to the Customer Committee, a customer-led committee that forms part of governance here at LYHA and oversees the delivery of customer services and performance as well as the Scrutiny group, which independently reviews and reports on service areas to bring about improvement for our customers.

The Customer Board Member has historically been appointed for a period of up to three years and at the end of the three years we advertise again to either re-elect the Member or appoint a new one. We invest a lot of time and resource into ensuring the Customer Board Member is trained and supported in the same way as all other Board Members; advertising, interviewing, appointing and then training again every three years is not efficient or good value for money.

We have therefore agreed that from our Annual General Meeting (AGM) in September 2017, the Customer Board Member position will be on the same terms as all other Board Members. They will be appointed for two consecutive three-year periods of office, followed by three periods of one-year terms up to a maximum of nine years and this will be reviewed annually as part of an appraisal and review.



**Adele Rae, Customer Board Member
(June 2014 to date)**

Adele Rae, our customer from St Ann's, Headingley has been the customer Board Member since 2014. During this time she has contributed significantly not only to the Board but has helped shape and set up the Customer Committee and has become an active Member of the Audit & Risk Committee.

Adele has indicated that she wishes to stand for re-election in September and become a full LYHA Board Member and Shareholder.

I have thoroughly enjoyed my time as customer board member. Since my appointment in 2014 there have been significant changes to Social Housing and the Welfare system. These have had an enormous impact on the way that Housing Associations operate and I have been fortunate enough to have benefitted from several training courses which have increased both my knowledge and skills as a board member. It can be complex role which takes time to understand and become effective. Going forward I would value the opportunity to use the knowledge and skills I have gained to make sure the Leeds and Yorkshire customer voice is heard.

Adele Rae, Customer Board Member, July 2017

Our current Rules mean we cannot automatically appoint Adele. We need to see if any other customer wishes to be considered and if we receive any other expressions of interest we may need to complete a recruitment process.

If you would like to be considered, you should email us at lisa.pickard@lyha.co.uk or write to us at LYHA, 2 Shire Oak Road, Headingley, Leeds LS6 2TN. You need to send a covering letter along with a supporting statement (no more than two sides of A4) saying why you are interested in and why you would make a strong Board Member. The closing date for expressions of interest is 25th August 2017. **For more information contact Joanna Elson on 0113 2033017.**

What next:

- If we receive no other expressions of interest, I am pleased to confirm that Adele will be appointed at the AGM for a further three years up to 2020 with potential for this to extend to 2023.
- If we receive any expressions of interest an appointments process will be considered.

Alternatively, a great way to get involved and learn more about Boards and Governance is to consider becoming a Member of our Customer Committee. This is a great way to get involved in governance and LYHA; to develop new skills and confidence whilst at the same time helping continually improve the services we provide to our customers. Being a Member of the Customer Committee is an ideal way to develop the skills required to be an effective Board Member. For more information please contact Sharon Smith on sharon.smith@lyha.co.uk or 0113 2208105.

Click [here](#) if you are interested in joining our Customer Committee



Lisa Pickard, Chief Executive