

Customer Voice Committee Recruitment Pack



Welcome

Thank you for your interest in joining our Customer Voice Committee at Southway!

We're proud to be a community-focused housing association in South Manchester since 2007. Our vision is simple but powerful: to provide excellent customer service and quality homes where communities can truly thrive.

This is an exciting time for us as we continue to put our Customer Voice Strategy, approved in February 2025, into action. This strategy reflects our commitment to making sure our customers' voices are heard at every level of decision-making.

The Customer Voice Committee is a brand-new part of our governance structure, replacing the People and Places Committee. We're increasing the number of customer places, giving you a real opportunity to influence key strategic decisions. Many of the reports you'll review will contain information from our Customer Voice Groups, such as our Service Improvement Groups and Tenant Scrutiny Panel. Your ideas and decisions will feed directly into our Board. This is your chance to make a real difference.

We want the Committee to reflect the diversity of our customers, so we welcome applications from people with a wide range of backgrounds, skills, and experiences. Ideally, you'll have a good understanding of your local area and a passion for championing your community.

Good luck with your application – we can't wait to hear from you!

Shefali Kapoor, Chair of Customer Voice Committee



**Established
in 2007**



**6,700 Homes >
16,500 Residents**



300 Colleagues



£45m turnover



**20,000 Annual
Repairs**



**74% Repair
Satisfaction**



**77% Overall
Satisfaction**



**Provide excellent
customer service and
quality homes, where
communities thrive.**

About Southway

- Southway owns over 6,700 homes in Greater Manchester and is a community-focused housing association with a vision to provide excellent customer service and quality homes, where communities thrive.
- By 2030, it aims to grow to 10,000 homes and invest £5 million in its communities to help people to live well and independently. It plans to build around 1,300 homes for social and affordable rent, as well as shared ownership and sale through its profit-for-purpose sales and management partner Gecko Homes.
- Southway strives for continuous improvement led by customers, communities and colleagues. It is a member of the Greater Manchester Good Employment Charter and is guided by its REACH values of Respect, Equity, Ambition, Compassion and Honesty.
- The majority of Southway's homes are in South Manchester (92%), with a small percentage of homes in East Manchester, Trafford & Salford, Cheshire East and Stockport.



Key Achievements

- 700 new homes since 2020, including 2 Housing with Care schemes
- 500 affordable homes under construction, including age friendly and accessible homes and £70m of funding secured to help build new homes
- £5m invested in social and community services with £18m in gains for customers
- 200 people supported into work
- Zero Carbon energy efficiency improvements at 1500 homes
- 500k tonnes of food saved and redistributed through food clubs
- Green Flag Awards for the management of our environment / green spaces
- Winner Best for Inclusion award at Greater Manchester Good Employment Awards in 2023
- Winner Most Innovative Partnership award at the 2025 Housing Innovation Awards.



Values



Respect

We treat everyone with respect and dignity, valuing our differences.



Equity

We're fair and inclusive, ensuring that everyone can be heard, with equal access and opportunities to succeed.



Ambition

We set high standards and are committed to continuous improvement and growth.



Compassion

We show empathy and concern for others, providing help and support where we can.



Honesty

We're open, truthful, and sincere. We hold our hands up if we get something wrong and do the work to put it right.

Customer Involvement is an ongoing commitment for Southway, as shown by our TSM increase over the past year:

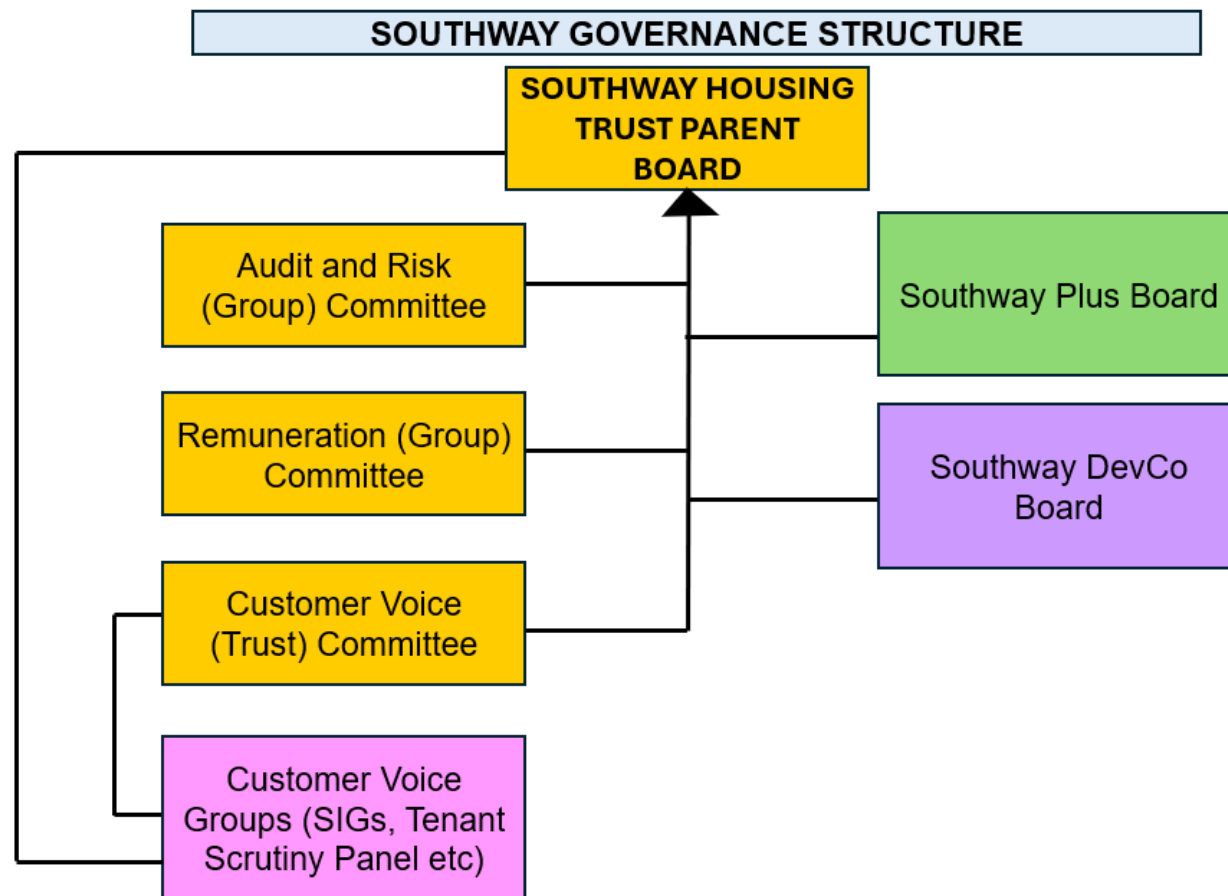


66%

Satisfaction the landlord listens to
tenants' views and acts on them

+6% change

Southway's Governance Structure



Our Customer Influence Groups provide residents with regular opportunities to shape policies, services, and improvement projects by sharing their experiences and priorities.

Our Customer Influence Groups include:

- Customer Access Group
- Customer Voice Panel
- Homes in Focus Group
- Repairs Service Improvement Group
- Complaints Service Improvement Group
- Tenant Scrutiny Panel
- ASB Service Improvement Group

The Future



In April 2025, following extensive consultation with customers, colleagues, stakeholders and our Board, a new Corporate Strategy was developed to shape the future direction of the organisation. The key themes at the heart of this plan are:

Customers: placing our customers at the heart of everything we do

Neighbourhoods & Communities: commitment to investing every year to support people to thrive in our communities.

Homes: providing high quality homes where customers feel safe.

Sustainability: commitment to reducing our carbon emissions.

Colleagues: commitment to creating an inclusive culture and investing in learning and development.

Growth: working to increase the number of our homes to help more people into quality housing.

About the Role

Committee Members Will:

- **Help shape and check important plans and policies:** things like how we listen to customers, improve services, handle complaints, support communities, and keep homes safe and welcoming.
- **Make sure customers have a real say:** work with groups of tenants, check how well Southway is doing, raise concerns if something isn't right, and make sure customer ideas lead to real changes.

Time Commitment

- The Committee meets four times a year, plus one annual Away Day. Meetings are usually in the evening, starting around 5:30pm, and last about 2–3 hours. You'll need some time beforehand to read the papers and prepare. These will be sent out a week before each meeting. Altogether, each meeting might take up to a day of your time including preparation.
- **REMUNERATION:** £2,000 per year.

Please note remuneration is inclusive of travel expenses to our Didsbury offices.

Committee Member Specification

Respect

- Value and appreciate resident engagement and understand why it matters.
- Show awareness of the local community and the area Southway serves.

Equity

- Understand the core landlord services Southway provides.
- Have experience as a customer, so you can relate to different perspectives.

Ambition

- Use performance data and customer feedback to look for ways to keep improving services.
- Support the idea of a social business and help Southway achieve its goals.

Compassion

- Recognise the benefits of listening to residents and involving them in decisions.
- Care about creating positive outcomes for customers and communities.

Honesty

- Understand the environment Southway operates in and be open about challenges and opportunities.
- Commit to fair and transparent decision-making.



How to apply

Thank you for your interest in this role. In order to apply you should submit:

- Complete the application form via our website
- Contact us at governance@southwayhousing.co.uk should you need any assistance applying

Key Dates

- Applications close: Friday 6th February 2026
- Interviews with Southway: Friday 13th February 2026

If you need any further information, are unable to meet the key interview dates, or wish to have an informal discussion about the role, please contact:

Matthew Maouati, Assistant Director of Corporate Services

m.maouati@southwayhousing.co.uk

We are 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.