



post



Mr Sample
Address line 1
Address line 2
Address line 3
Address line 4
ABI 2CD

Have you got the



Factor?

Jonathon Sample

Are you that

XTRA SPECIAL

person we're looking for?

Are you interested in

- ★ Being involved in decisions that directly affect your home, family, friends and neighbours?
- ★ Making sure you continue to get value for money from your rent and service charges?
- ★ Influencing your community?
- ★ Improving your neighbourhood?
- ★ Enhancing your employment/promotion prospects through personal development and training?

Trafford Housing Trust can offer you an opportunity to achieve all of these and more.

Following consultation with tenants and leaseholders, a new governance structure has been put in place at the Trust. We now need to fill roles within that structure. We are looking for three people to become **Board Members** and twelve to fifteen people to join our tenant and leaseholder panel, named the **Quality and Insight Panel**.

Come along and find out more

Open afternoon and evening

31st January 2011

Drop in anytime between 3.00pm and 7.30pm

Sale Point, Washway Road

For further information and details of how to apply for either role please ring the Customer Hub on

0300 777 7777

Don't worry if you have never done anything like this before, the Trust will give full support and training in both positions as well as one to one guidance and mentoring.

If you've got something

XTRA SPECIAL

Call 0300 777 7777 NOW



Trafford Housing Trust Head Office

Trafford Housing Trust, Sale Point, 126 -150 Washway Road, Sale M33 6AG www.traffordhousingtrust.co.uk

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What does a Board member do at THT?

The Board is the body of people that has ultimate responsibility for the running of the Trust. There will be ten members in the future, three of whom will be tenants or leaseholders, three will be local Councillors and four will be independent members with specific expertise in housing and business matters. The ten members have collective responsibility for ensuring that the Trust is financially viable, properly governed and managed with adequate resources to deliver services that meet the requirements and

expectations of customers now and in the future.

Board Members will meet between eight and twelve times a year, usually in the evenings at the Trust's offices in Sale. Board Members are also expected to serve on some committees, to attend other meetings and promote the Trust at events in the community. It has been agreed that some Board Members can be paid. The amount is likely to be around £4,000 per year

What will a Quality and Insight Panel Member do at THT?

The Quality and Insight Panel (QIP) is the body of people who examine the activities of the Trust at the highest level and set up special projects to look more closely at certain areas of the business. There will be between twelve and fifteen members of the panel, all of which will be either tenants or leaseholders (maximum of two leaseholders). They will meet on a monthly basis at a time decided by the panel themselves.

Specifically the QIP will

- collect and review evidence about customer facing services and make recommendations for improvement
- review internal performance data and make recommendations to improve service delivery
- direct mystery shoppers or customer inspectors to carry out independent checks of services to gain evidence about how well we perform against our targets

This is an exciting new venture for the Trust. Full training will be given and there will be the help and support of an independent mentor in the first few months.

