



**Yorkshire
Housing**

Customer Insight Committee Member

Recruitment pack

Join

Our

Team

Intro from Chair

Thank you for your interest in joining our Customer Insight Committee.

Since it was set up last year, the Committee has played a vital role in making sure our customers' voices are reflected in how we shape and improve our services. We have an ambitious drive to be customer obsessed, and that mindset is truly at the heart of everything we do.

This Committee is a dedicated space where members can be the voice of our customers, ask questions, and provide constructive challenge on the things that matter most. As Chair, I see firsthand the value our members bring.

“ Everyone arrives with a different perspective, and it is through these open conversations that we challenge ourselves and continue to raise the bar. ”

We are now looking to welcome new members who are passionate about making a real difference and want to play a part in shaping Yorkshire Housing. You do not need previous committee experience. What matters most is your willingness to get stuck in, ask questions, and share your views.

If you want to help influence services and improve outcomes for our communities, you should apply!

I look forward to welcoming you to the Committee.

Who we are

You might think of Yorkshire Housing as ‘just’ a housing provider, but we’re so much more than that.

We’re here to make a positive difference in people’s lives. So, as well as owning and managing nearly 20,000 homes (and counting) across Yorkshire, we also:

- Offer money and tenancy coaching
- Help older customers live at home independently
- Adapt homes to match the needs of our customers
- Carry out repairs and replace items before things go wrong
- Provide antisocial behaviour support.

Our Values

Our values describe what matters most to us, and what our colleagues should expect from each other. All our colleagues are expected to show



Create trust

Do the right thing, not the easy thing • Be honest and open • Do what you say.



Be curious

Think differently • Ask questions • Keep learning.



Make it happen

Own it • Do it • Be empowered.



Achieve impact

Do things that matter • Deliver results • Show pride and passion.



Have fun

Enjoy work • Be yourself • Stay connected.

Our customer promise and vision...

We want to make it possible for people to have a place they're **proud to call home.** That's the reason we get out of bed every morning. We want to be people's number one choice when it comes to renting or buying a home in Yorkshire.

We're a landlord who cares, and that means more than just putting a roof over people's heads. Home should be a place where people can thrive. So we offer personalised services for customers who need it and make sure we listen to customer feedback so we can continually improve what we do.

“ Our vision is to be the UK's best housing provider. That's pretty ambitious right? ”

We believe that our vision should 'scare us a little, but excite us a lot', and no-one feels inspired by aiming for just good enough! We want to lead the way and be known for great services, innovation, customer and colleague experience.

Our aim to be the best covers all parts of our organisation and works for all housing types whether that's social rent, market rent, shared ownership or market sale. Being bold on this also helps us to attract and keep the best talent. Because talented people don't want to be average.

Our priorities

Our Business Strategy, launched in February 2023, continues to guide our direction, with three priorities shaping how we work towards our vision.



1. Customer obsessed

Improving our customers' and colleagues' experience.



2. Homes and places to be proud of

Creating places people are proud to call home.



3. Pre-emptive

Our game-changing shift to dealing with issues before they happen.

To do this, we're thinking differently (innovation is our thing!) and investing in our digital infrastructure so we can offer more and get the best results for our customers.

We're improving our data so we can make better, smarter decisions and reflect the diverse needs of our customer groups.

We're well on our way to achieving our target of building 8,000 new homes across Yorkshire – focusing on energy efficiency, sustainability and affordability, as well as smart tech to support our drive to pre-emptive services.



How we work

We're also obsessive about creating the right climate and culture for our 900+ people to thrive at work.

If we get it right for our colleagues, they'll get it right for our customers.

Our Hub, Home and Roam approach to work helps to set us apart – we offer choices in where, when and how our people work and we've ditched the 9-5 in an office mentality.

We prioritise investing in our people, creating an inclusive environment, supporting colleague wellbeing, and making Yorkshire Housing a fun, friendly and vibrant place to be. It helps us to recruit and keep the best people.

And, our efforts don't go unnoticed. Our brand helps to attract new business partnerships and build on our current relationships.

Read our latest [annual reports](#) and our [investors page](#) to get an idea of where we're at and how far we've come.



Company structure



Our Customer Insight Committee

Our Customer Insight Committee was established last year and is already making a real difference by strengthening the connection between our customers and Yorkshire Housing decision making.

The Committee plays an important role in ensuring customer voices are heard, understood and reflected in how services are delivered and improved.

The Committee is made up of customers who work alongside colleagues to review performance, explore customer insight and scrutinise the services that matter most to customers. Members provide constructive challenge, ask questions and help ensure Yorkshire Housing continues to deliver against the Consumer Standards and achieve positive outcomes for customers.

A key part of the Committee's role is to provide independent customer assurance to the Homes and Places Committee (HPC), helping to ensure Yorkshire Housing is listening to and engaging with a broad and representative range of customers, and that customer insight is being used to shape services and drive improvement.

Since its introduction the Committee has already provided valuable challenge and customer insight on areas including repairs, aids and adaptations, and anti-social behaviour, helping to drive service improvements.

So, now you know [who we are](#), our business priorities and our Committee, it's time to meet our [Board](#), [executive team](#) and learn more about our [governance structure](#).

To give you a better feel for the role, please watch this [short video clip](#) from one of our current Committee members sharing their experiences.

What we're looking for

To help us deliver our Business Strategy we're looking for three members to join our Customer Insight Committee. We're not expecting perfection – we're looking for people who care, are curious, and want to make a difference.

We want a mix of voices, backgrounds and experiences. Whether you've done something like this before or it's all new to you, we'll support you every step of the way.

You'll need to be genuinely excited about our mission to be the UK's best housing provider. Whether you've held non-executive roles before or not, what matters most is your ability to think strategically and stay focused on the bigger picture.

You'll need to commit around half a day a month, including time to prepare and attend meetings (which will usually be online).

What we value:

- A shared ambition to help us become the UK's best housing provider.
- A deep passion for our social purpose and the positive impact we make.



What you'll bring

Here's what we'd love you to bring to the table:



Lived experience as a customer – You understand what it's like to be part of our communities. You can speak up for others, build trust, and help shape services that work for everyone.



Confidence to lead and challenge – You're not afraid to ask questions or hold us to account. You bring ideas, energy, and a forward-thinking mindset to help us keep improving.



A fair and independent voice – You act with integrity and can look at things from different angles. You're able to spot risks and help us find the right way forward.



A curious and analytical mind – You've got an eye for detail and a knack for asking the right questions. You help us dig deeper and make better decisions.



Great communication skills – You're a good listener and a clear speaker. You can share your views in a positive way and represent the committee with confidence in the wider community.



Team spirit – You work well with others, value different perspectives, and help create a space where everyone feels heard and respected.



A commitment to inclusion – You believe in fairness and respect for all. You're open to learning and ready to challenge discrimination wherever you see it.



Willingness to learn – You don't need to know everything about social housing or regulation – we'll support you to build your knowledge and confidence.

What's in it for you?

We know your time, experience and voice matter, so we want to make sure you get something meaningful out of this role. Here's what you'll be gaining by joining:



A real voice and real influence – You'll help shape the services that matter most to customers and make sure Yorkshire Housing is always listening and improving.



Skills for life – From communication and teamwork to strategic thinking and decision-making, you'll build confidence and develop skills that are useful in all areas of life – and look great on your CV.



Training and support – Whether this is your first time doing something like this or you've done it before, we'll give you the tools, training and support to succeed.



A sense of purpose – You'll be part of something bigger, helping to make a difference for thousands of people across Yorkshire.



Connections and community – You'll meet like-minded people, work alongside colleagues and customers, and be part of a team that values your voice.

And that's not all...

As a Customer Insight Committee member, you'll receive **£3,375 a year**, paid monthly, in recognition of your time, insight and commitment.

How to apply

To apply, please [click here](#), where you'll be taken to our state of the art recruitment platform.

You'll receive step-by-step guidance and can choose to submit a CV with a cover letter or CV and a short video (no longer than 1 minute) explaining why you would be ideal for the position. There are also a couple of application questions to answer, followed by our equal opportunities monitoring form.

Any queries regarding the position or the process, please also contact recruitment@yorkshirehousing.co.uk and we'll get back to you as soon as we can.

To see the job advert and the full role profile, please [click here](#).

Timeline:



Closing date:

Midnight on 27th July 2026.



Interview / Assessment:

In August, exact date to be confirmed.



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