

# Join our Tenant Team

united  
welsh



**Influence and improve services  
for all  
United Welsh tenants**



# What is United Welsh's Tenant Team?

**Our Tenant Team is a new group of volunteers, whose members are United Welsh tenants. The group is being created with the purpose of giving people who live in our homes greater influence, so that we can work together to improve the services that United Welsh delivers to all tenants.**

We are aiming for the Tenant Team to consist of between 8 – 12 volunteers who represent the diversity of tenants who live in our homes; bringing different skills and lived experiences to the group to create better outcomes for our communities.

The Tenant Team will discuss and review various aspects of services and processes with United Welsh staff.



**We will listen to each other, learn from each other, and support each other to improve the customer experience for everyone.**



# About us

United Welsh is an award-winning not-for-profit organisation providing homes and related services in South Wales. We are passionate about building homes, creating communities and transforming lives.

With over 370 employees, United Welsh looks after over 6,300 homes for people across 11 local authority areas, and our services help thousands more in our communities.

Helping people to live happily and in good health is important to us, and we are proud to have been named fifth best landlord in the UK.

We have a new building programme that is worth around £21m each year and in the next five years, we intend to build 1,300 more homes.

We are ambitious about how we can help people to live their best lives, working with a range of partners including local and national government and the NHS to give people choice; tackling poverty, improving wellbeing and playing our part in ending homelessness.

The United Welsh Group also incorporates our subsidiary Celtic Horizons Ltd which, in partnership, looks after all our property services, and Harmoni Homes Ltd, which builds affordable homes and homes for sale.

We are also developing a new social enterprise, Celtic Offsite, that will manufacture low carbon homes and support the local economy to thrive.

The Tenant Team will be integral to us.



If our values align with yours and sound like the kind of people you want to work with

and you want to make a difference for other tenants

and you care about making things better

**we want to hear from you.**

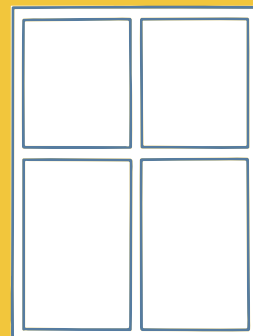


# Tenant Team membership

The Tenant Team will meet at least every three months. Initially, meetings will be held online through Microsoft Teams to support people from a variety of areas to be involved, and to help us to keep our carbon footprint to a minimum. Meetings and activities may also be held in-person at the discretion of the group.

You will work to an annual plan created by the Tenant Team and United Welsh staff. This will be reviewed regularly to make sure it continues to meet the needs of tenants, our communities and the business.

If you need technology, equipment or devices to support you to participate in meetings online, we'll provide it. You will also receive the training and support you need to develop your skills, knowledge and experience to give the Tenant Team your best. We will reimburse you for childcare and travel expenses incurred from participating in the group.



**Enhance your  
CV**

**Teamwork**

**Strategic  
planning**

**Resource  
planning**

**Communications  
experience**

**Analysis**

**Networking**

# Expressions of interest

Do you want to do something that helps other people?

Do you want to find out more about joining our Tenant Team?

**Complete our short form to let us know you are interested.**

