



Customer Committee Information Pack

With 125,000 properties and more than 360,000 residents, Clarion Housing Group is the UK's largest housing association.

Residents are at the heart of what we do, so we are committed to delivering the best possible services to you. With a successful Customer Committee already in place, members during the last 12 months have improved our focus on residents and given greater assurance to the Board that we are listening and providing our services in a way that residents want them.

The Customer Committee is part of the Clarion Housing Association Board and managed by our internal Governance Team. As a member, you will be supported along the way by an experienced team and assigned a mentor to ensure you succeed in the role.

This is a brilliant opportunity for your personal development and will look great on your CV.

What are we looking for?

We're looking for a resident to join our six existing residents who sit on our Customer Committee.

Although prior experience of serving on boards or committees would be advantageous, all we ask is that you are:

- willing to speak up
- committed to getting to understand Clarion and helping us deliver an excellent service
- able to see the bigger picture beyond your own personal experience

It's important to remember that although you're a resident, you'll still have the same legal and regulatory obligations as any other committee member and it's important you act in the best interests of Clarion at all times.

In recognition of your time and commitment, we will pay you £2,500 a year and cover any reasonable expenses in line with Clarion's Expenses Policy.

What is the time commitment?

The committee will meet six times a year and there will also be site visits, training sessions, an away day and an annual appraisal you'll need to take part in.

The current list of scheduled meetings for 2025 and 2026 are:

2025	2026
January 22	January 27
March 27	March 24
May 22	May 19
July 16	July 21
September 25	September 22
November 25	November 24

Although the time commitment can vary from month to month, we'd expect you to commit around 1-2 days a month. It's also important you're able to read any reports before the meeting so you can take part effectively.

Committee meetings usually take place in Central London and run from 9:30am to 12pm. You'll need to be able to attend in person although we'll be able to facilitate the occasional virtual attendance.

Is there anything else I need to know?

To apply, you need to be an existing resident, leaseholder or shared owner. Unfortunately, we won't be able to accept your application if you are currently in arrears or in breach of any aspect of your tenancy. As you'll be a trustee of a charitable organisation, there are a few other conditions you'll need to satisfy. These are listed on the next page.

I still have questions. Who can I contact?

Please email us at boardrecruitment@clarionhg.com, or call us on **0300 500 8000** or write to us:

**The Governance Team
Clarion Housing
5th Floor
Greater London House
Hampstead Road
NW7 1QX**

As a trustee of a charitable organisation, the successful candidate will be required to undergo a DBS check. In addition, they'll need to confirm their compliance with the following statements:

- I am capable of managing and administering my own affairs
- I am not entered on the sex offenders register
- I do not have an unspent conviction for an offence involving:
 - Deception or dishonesty

- Terrorist offences
- Money laundering
- Bribery
- Misconduct in public office, perjury, or perverting the course of justice
- Attempting, aiding or abetting the above offences
- I have not been found in contempt of court
- I am not a designated individual under specific anti-terrorism legislation
- I have not been found guilty in the High Court of disobeying a Charity Commission order or direction
- I have not been removed from:
 - Trusteeship, or as an officer, agent or employee of a charity by the Charity Commission, the Scottish charity regulator or High court for misconduct or mismanagement
 - A position of management or control of a charity for mismanagement or misconduct
 - Being a director under the Company Director Disqualification Act 1986, including Company Directors Disqualification (Northern Ireland) Order 2002
 - Directorship by way of being an undischarged bankrupt
 - Directorship because there is an outstanding composition or arrangement with creditors which includes an individual voluntary agreement (IVA) and I am currently on the Insolvency Services Register
- I have not been declared bankrupt and have not been the subject of sequestration proceedings in Scotland. You may make this declaration if the relevant bankruptcy or sequestration order has been discharged
- I have not entered into any compromise or arrangement with my creditors, except one that has already been discharged
- I am not subject to disqualification order under the Criminal Justice and Court Services Act 2000
- I do not have a history of tax fraud or other fraudulent behaviour, including misrepresentation and/or identity theft
- I am not and have not been involved in attacks against or abuse of the tax system, including designing/being involved in a tax avoidance scheme featuring charitable reliefs or using a charity to facilitate avoidance.
- I have not been barred from acting as a charity trustee or company director.