



Tenant Board Member Recruitment Pack



www.berneslaihomes.co.uk

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Welcome letter

Dear candidate,

Thank you for your interest in becoming a Tenant Board Member at Berneslai Homes.

Berneslai Homes is a company limited by guarantee and is 100% owned by Barnsley Council. We're a key part of the local community, with a strong reputation and a visible presence across Barnsley's neighbourhoods. Our focus is firmly on shaping a positive future for our tenants and communities.

As a Tenant Board Member, you'll join our Board as a non-executive director, with the same responsibilities as all board members. You don't need any previous Board experience – what matters most is your lived experience as a tenant and your willingness to learn. You'll be fully supported to understand the role and carry out your responsibilities with confidence.

You'll be there to challenge us, hold us to account, and make sure we're listening and improving. This includes monitoring performance, sharing the tenant voice at Board level, and helping ensure decisions reflect what matters most to the people who live in our homes.



As a board member, you'll also play an important role in shaping the future direction of Berneslai Homes. You'll be involved in setting priorities, making key decisions, and helping guide our long-term plans. This is a great opportunity to build new skills and confidence while making sure tenant views and experiences directly influence how services are delivered for tenants across Barnsley.

You'll also act as an ambassador for tenants, helping us understand what's working well and what needs to change, including through the Tenant Satisfaction Measures and regulatory standards.

We will support you every step of the way with a full induction, training, mentoring, and ongoing support to help you grow into the role. Social housing faces real challenges, and at Berneslai Homes we're guided by our 3Cs values: Customer First, Can Do, and Curious. We ask all board members to lead by example in how these values are put into practice.

We hope this recruitment pack inspires you to apply. Thank you for your interest, and we look forward to receiving your application.



Ken Taylor
Chair of the Board



Steve Feast
Chief Executive



Applying for the role is simple

If you decide to apply, we just need a brief written response to two short questions:

- Why you are interested in becoming a Tenant Board Member and what you would want to speak up about for tenants?
- A little about you and what you could bring to the role (for example, listening to others, asking questions, being involved in a group, or being willing to learn)?

You don't need any board experience or special qualifications - we're interested in your views as a tenant and your willingness to get involved. Further details on how to apply are at the end of this document.

About us

Berneslai Homes is a local authority housing company, responsible for managing around 18,000 homes on behalf of Barnsley Council. We were established in December 2002 and employ over 500 colleagues.

Our vision and values

Our vision is: Creating great homes and communities with the people of Barnsley.

Everyone who works for Berneslai Homes embraces our 3Cs values and applies them to their role:



We support tenants, provide safe and warm homes, and create thriving and welcoming neighbourhoods by providing a wide range of services, including:

- Managing the waiting list and letting vacant homes.
- Collecting rent.
- Repairs, maintenance, and improvements in homes and on estates.
- Supporting tenants to manage their tenancies, jobs, training, and skills, and more.
- Keeping our estates clean and tidy and dealing with anti-social behaviour (ASB).
- Engaging with and listening to customers and communities.
- Working with Barnsley Council to build and acquire new homes.

We're always looking to improve, and tenant voices are a big part of that. Your lived experience helps us understand what works, what needs to change, and how we can make a real difference to homes and communities across Barnsley.

As a social housing provider, we follow the Regulator of Social Housing's Consumer Standards. These make sure we provide safe, reliable services and listen to tenants so we can keep improving.



Diversity statement

We know that Barnsley is made up of people from many different backgrounds, and we want our Board to reflect the communities we serve.

At Berneslai Homes, we're committed to building a governance structure that embraces difference, champions inclusion, and values the voices of people with a wide range of experiences.

We actively welcome applications from individuals of all backgrounds, especially those who are underrepresented in leadership roles including women, people from Black, Asian, and minority ethnic communities, disabled people, LGBTQ+ individuals, and younger candidates. Your lived experience and unique perspective can help shape our future direction and strengthen the decisions we make.

By joining our Board, you'll play a part in helping us create thriving, inclusive neighbourhoods where everyone feels seen, heard, and valued.





Being a board member at Berneslai Homes

Term of office

3 year term, with the potential to extend by another 3 years

Time commitment

Up to 30 days each year

Remuneration

£3,774 pa

Location

Gateway Plaza 10th floor,
off Sackville St, Barnsley, South
Yorkshire, S70 2RD or remote



As a Tenant Board Member you will:

- Help make sure Berneslai Homes always acts in the best interests of tenants.
- Play an active role in shaping the future of Berneslai Homes, helping to set priorities, influence key decisions, and guide long-term plans.
- Ask questions and challenge constructively, making sure decisions are focused on tenants and good outcomes.
- Help oversee how services are performing, including taking part in reviews of performance.
- Bring the tenant perspective into Board discussions, using your lived experience and understanding of tenant needs, concerns, and expectations.
- Help ensure decisions reflect what matters most to people who live in Berneslai Homes properties and the communities we serve.
- Act as an ambassador for tenants and for Berneslai Homes, sharing tenant views fairly and positively.
- Work respectfully and constructively with other board members and senior staff.
- Prepare for and attend Board meetings, training, and related events.
- Follow the Board's Code of Conduct and act with honesty and integrity.
- Respect confidentiality and declare any conflicts of interest if they arise.
- Meet the legal responsibilities of being a board member, with full support and guidance provided.

We're looking for someone who:

- Has lived experience of being a tenant and a good understanding of tenant needs, concerns, and aspirations.
- Has links to, or knowledge of, the communities served by Berneslai Homes.
- Is interested in improving services and making a positive difference for tenants.
- Is happy to speak up, ask questions, and challenge in a respectful way.
- Can share tenant views fairly and thoughtfully, not just their own experiences.
- Is willing to learn, develop new skills, and grow in confidence with support.
- Can listen well, communicate clearly, and work as part of a team.
- Is organised enough to prepare for meetings and manage their time.
- Treats everyone fairly and respects confidentiality.
- Supports equality, diversity, and inclusion.
- Brings enthusiasm, commitment, and a customer-first mindset.





Support and commitments

We're committed to helping you thrive in your role. As a valued member of the Board, you'll benefit from:

A warm welcome and full induction

We'll guide you through everything you need to know, so you feel confident and ready to contribute from day one.

A tailored development programme

Whether you're new to governance or bringing experience, we'll work with you to build your skills and support your growth.

A dedicated mentor

You'll be paired with an experienced board member who'll be on hand to offer guidance, answer questions, and help you settle in.

Meetings

- Board meetings: 6 per year, Thursdays at 4pm
- Committee: 4-5 per year, Thursdays at 3 or 4pm



Other commitments

Strategic planning days

Sessions where board members come together to focus on the big picture. It's a chance to step back from day-to-day decisions and think about the future of Berneslai Homes. It's a collaborative, forward-thinking day where your lived experience and insight really matter.

Training

You'll get practical training to build your skills and confidence as a board member.

Ambassadorial events

You'll also have the chance to represent Berneslai Homes at events to share your views, meet others, and act as a voice for tenants in the wider community.

Time commitment

- Up to 1 day per meeting (preparation plus attendance)
- Total estimated at 30 days per year





Meet our Board

Ken Taylor - Chair of the Board

Ken has over 25 years of experience at the executive director and board level in the public, private, and voluntary sectors. Ken has worked in a range of areas, including housing, regeneration, employment and skills, and health and wellbeing.



Rebecca Mather - Tenant Member (retiring)

Rebecca sits on the Customer Services Committee. She is semi-retired and a registered midwife and health visitor. Rebecca is passionate about people and likes to engage with them to deliver positive experiences.



Adam Hutchinson - Chair of Audit Committee

Adam is a qualified accountant and has worked in social housing for 20 years. He is currently Director of Financial Operations at Incommunities Ltd, a housing association operating in Yorkshire.



George Paterson - Asset Management and Repairs Board Champion

George brings over 40 years' experience in the housing sector, spanning both local authority and housing association roles. He had 20 years' experience in executive director roles, before retiring in 2024 and focusing on non-executive director roles.





Richard Fryer - Chair of the Customer Services Committee

Richard was appointed in September 2020 and is Chair of the Customer Services Committee. He was formerly an Executive Director at Karbon Homes – a regional housing association based in the North East – and is a Chartered Member of the Institute of Housing.



Kevin Osborne - Councillor

Kevin has a strong record of promoting social cohesion, working with disadvantaged communities and assisting them to move closer toward education, employment, or enterprise.



Jo Sugden - Senior Independent Member and Deputy Chair

Jo sits on the Audit and Risk Committee. She has experience in both the private and public sectors throughout her career and now works for Ongo (a stock transfer housing association based in North Lincolnshire).



Gez Morrall – Tenant Member

Gez has 30 years' experience in the education sector and the charity sector, and is now a director of his own training and development provision supporting people with apprenticeships and employment.



David Leech - Councillor

Councillor David Leech has served the St Helen's Ward, Barnsley, as a local councillor since October 2011. He was elected to serve as the Civic Mayor of Barnsley in May 2025.

Meet our Executive Management team



Steve Feast – Chief Executive

Steve Feast has been appointed as the new CEO, taking over from Amanda Garrard who retired on 31 March. He has extensive experience as a senior leader in the housing sector, and previous experience working for Barnsley Council, with detailed knowledge on the region.

Rachel Taylor – Executive Director of Resources

Rachel enjoys working with numbers, so after doing a maths degree, becoming an accountant seemed the natural choice. After working in local government, a large accountancy firm, and education, Rachel moved to social housing and has held senior leadership roles in ALMOs and housing associations.



Russell Thompson – Interim Executive Director of Property Services

With his roots firmly in property maintenance, Russell's understanding of the sector, from strategic to granular, encompasses repairs and maintenance and DLOs, asset management, building safety, compliance, bidding, disposals and acquisitions. Russell's number one passion is seeing people and teams grow and develop in their roles, and he prioritises making a difference, supported through official and non-formalised coaching and mentoring.



Dave Fullen - Executive Director of Customer and Estate Services

Dave is dedicated to making sure we understand the needs of our tenants and provide top-quality services in the right way. He is proud of the priority we place on involving tenants and residents in monitoring, shaping and developing the service.





How to apply

Key dates and selection process

Closing date: Monday 4 May 2026

Interview date: Friday 22 May 2026

All shortlisted candidates will be invited to an interview. Interviews will be held at Berneslai Homes' head office, Gateway Plaza, 10th floor, off Sackville St, Barnsley, South Yorkshire, S70 2RD.

How do I apply?

Please provide a brief written response* to the two questions below:

- Why you are interested in becoming a Tenant Board Member and what you would want to speak up about for tenants?
- A little about you and what you could bring to the role (for example listening to others, asking questions, being involved in a group, or being willing to learn)?

You don't need any board experience or special qualifications. We're interested in your views as a tenant and your willingness to get involved.

[Click here to view role profile](#) for more details about the role of a board member.

*Please submit your written response by email to governance@berneslaihomes.co.uk

Please also complete the declaration form by scanning the QR code or clicking the link on our website. Completion of the equalities section isn't mandatory; this is requested for monitoring purposes in line with our commitment to equality and diversity.



Applications must be received by 11:59pm on Monday 4 May 2026.

If you'd like an informal chat about the role and organisation, or if you have any other questions, please email governance@berneslaihomes.co.uk.



www.berneslaihomes.co.uk



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