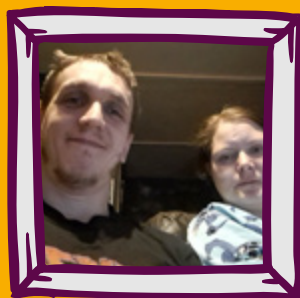




# ANNUAL REPORT TO MEMBERS.

From your Representative Body  
July 2020 to June 2021



# HELLO AND WELCOME TO YOUR ANNUAL REPORT TO MEMBERS.

As your Representative Body, this is our opportunity to keep members informed about activities which have taken place over the last year and to take a look at what we have achieved, mutually, as a member organisation – and what an unforgettable year it has been!



**We cannot look back without talking about the coronavirus pandemic, which has made this an extremely difficult year for so many in our communities and employees at RBH.**

Without a doubt, what we can passionately focus on and what we should be proud of, is the mutual approach to how we adapted and continued through the most challenging of circumstances. Employees and tenants have gone above and beyond and community spirit has been extraordinary. Every individual and team continued to maintain a high standard and a strong commitment to work, but more importantly, along with tenants and volunteers looked out for each other along the way.

On 26th June we marked eight years of being the first UK co-owned mutual housing provider. Our mutual is all about people working together, listening, supporting, caring and having a genuine voice and using it to make a positive impact on peoples' lives, communities, and the workplace. We can't achieve mutuality without you – tenants, employees and volunteers being side by side, shaping us into what we are today and, more importantly, how we continue

to grow and be more successful in the future.

It is important that we take a moment to appreciate the efficient vaccine roll out process that has taken place across the country and of course, to acknowledge and show our heartfelt thanks to the fabulous, courageous and committed NHS employees and key workers who have and will continue to work tirelessly through the pandemic and beyond.

Our thoughts are with everyone affected by COVID-19 and especially those who have lost loved ones either to the virus, or to any other illness at a time when families remained isolated and unable to support each other.

Finally, we want to say thank you to all members, tenants, employees and volunteers for the part they have played, especially in supporting those who needed additional help during the pandemic.

We will continue to work on behalf of members to provide a strong and direct voice on how we deliver RBH services. Now more than ever, we can see the benefits of working together in a mutual manner.

## The Representative Body

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# MUTUALITY

## WHAT DOES MUTUALITY MEAN TO US?

Mutuality is all about people working together, supporting, caring, and having a genuine voice to make a positive impact on peoples' lives, our communities, and the workplace.

## IT'S WHAT WE DO...

**There is so much power when people work together.** Mutuality allows us to feel inspired, supported and engaged to make a positive difference.

In the past 12 months, we have weathered a global pandemic, and together we have done some truly amazing things and through such turbulent and testing times, school children, teenagers and adults have shown tremendous resilience by working together, showing selfless acts of kindness, a strong sense of community spirit, resilience and more importantly, being there for each other whatever the circumstances.

Don't forget to **check out our short animated video** on mutuality on the website

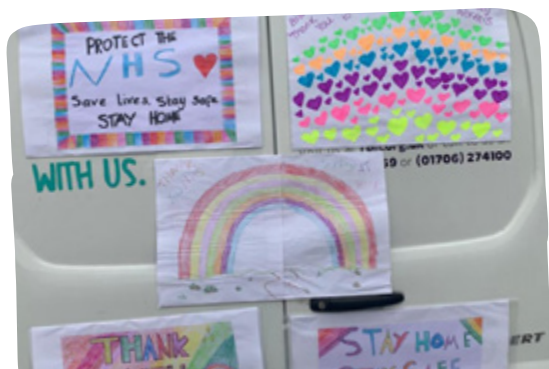


# WORKING TOGETHER DURING A PANDEMIC

The past year has been challenging in ways we could never have imagined. Despite this, tenants, employees, volunteers and local groups worked together providing support to those who needed it the most, putting people at the heart of things.

## Here is a snapshot of what we achieved mutually:

Many front line teams, including the Repairs Team, continued to carry out essential work in RBH homes and neighbourhoods. More than this, they engaged and connected with people who may not have seen anyone for some time. Delivering on RBH values and mutuality, they used the Eyes Wide Open initiative, which provides valuable help and support to those who were struggling.

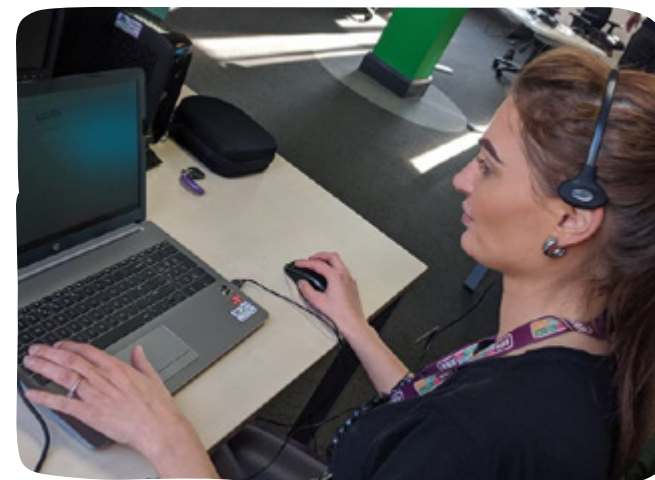


The Repairs and Maintenance Team were gifted some fabulous artwork by children that we put on the van fleet to flood our neighbourhoods with rainbows

Anxiety was high for tenants and employees and while we continued to support the community, we offered the same commitment to employees by having various initiatives in place, including continuous wellbeing support and online weekly exercise classes. Updates from the Pandemic Steering Group provided business guidance and employees could benefit from various online social groups and activities so they felt connected. Tenants and community groups provided support and reassurance by pulling together to take care of each other. Simple gestures became a way of life and were offered through genuine concern, and kindness became second nature as we looked after ourselves but more importantly each other.

As community hubs were closed to the public, our teams carried out socially distanced home visits to provide additional support and reduce the risk of isolation.

The Contact Centre team continued to provide a reassuring voice on the end of a phone and in some cases, were the only voice people connected with during lockdown.



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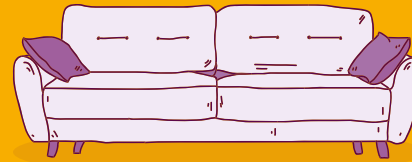
# SO, HOW DID WE DO?

Here is a snapshot  
of what we achieved  
together **during**  
**Lockdown.**

We completed  
**25,000**  
emergency and  
urgent repairs.



**16 tons** of furniture was  
prevented from being sent  
to landfill thanks to our  
Pass it On Scheme



Tenant and Community  
groups volunteered across  
the borough to **strengthen  
engagement** and **stop  
social isolation.**



We maintained  
**100% compliance**  
on legionella testing.



Our neighbourhood  
environment team  
completed almost  
**80,000** service rotas.



We responded to almost  
**450 safeguarding cases**  
and our neighbourhoods  
team processed 700 cases to  
monitor, support and assist.



We made over  
**47,500 proactive  
welfare calls** to our  
tenants to check on  
their wellbeing, plus  
follow-up visits where  
appropriate.



Our Independent  
Living Service kept in  
**daily contact**  
**with all of our  
980 tenants.**



We held **30,000  
conversations**  
with tenants seeking  
money advice and  
support.



**7,866 visits** were made to our pantry projects from 330 pantry members, saving them £117,990 on their groceries and saving **45 tons** of food waste from landfill.



We awarded **£97,950 of community funding to 25 projects and organisations.**



**Over 4,500 tenants** are now registered to access online services with our **MyRBH** portal.



We built **39 new homes** and we're continuing to work on a further 99.



We secured **£20,000 in employment support** funding for RBH tenants impacted by the pandemic.



We received over 3,600 applications for our vacancies and welcomed **51 new starters!**



We completed **repairs to 650 empty homes** to make sure they were ready to let again.



We **prevented over 261 households from becoming homeless** and found long-term suitable **accommodation for over 370 homeless individuals or families.**



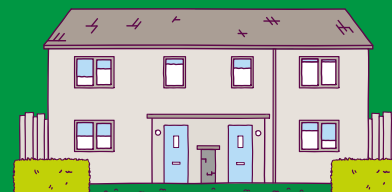
We secured funding for **five new Kickstart placements** and recruited **seven new apprentices.**



We received over **15,000 visits** to our website every month: **[www.rbh.org.uk](http://www.rbh.org.uk).**



Our regeneration team **supported 50 town centre households** to move to new homes.



**Our tenant and employee members passed five resolutions at our Annual Members' Meeting** enabling us to make decisions effectively during the pandemic.



# MEMBERS' COMMUNITY FUNDING.

**We are committed to working with local communities and neighbourhoods** and each year allocate money to groups that share our mutual values and offer support, engagement and social connectivity and inclusion to people.

Here are a few of the groups who received funding:

Throughout the year, there was **7,866 visits to the Pantry projects, generating savings of £117,990 for our customers and saving over 45 tons of food from going to waste.**

## YOUR LOCAL PANTRY

is a sustainable food club providing access to low cost food.

Over the past year, with there being a significant increase in food poverty and demand, the scheme was a lifeline to many and for the first time, the pantries opened up to non-tenants. Due to a demand for the scheme and significant hardship in the area, a new site was opened in Freehold.

In March 2020, Pantry projects in Kirkholt and Smallbridge were serving 70-80 customers per week and throughout April, employees and volunteers worked tirelessly

to create a Covid safe environment, and even implemented a safe home delivery service. By May, more than **200 people were benefitting from access to a Pantry** in these three neighbourhoods alone. Around half of these members were shielding and received their weekly shop to their doorstep, often without any alternative access to food and other household essentials. None of this could have been achieved without the kindness and dedication from volunteers.

We have a new Pantry Coordinator who works with local community and voluntary groups to establish projects in other areas of the borough.



**Did you know?** 18 Pantry volunteers gave over 5000 hours of their time (equivalent in-kind value of £81,000)

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## COMMUNITY PROJECTS:

Our Community Funding Panel, made up of tenants and employees, allocate funding to a variety of community projects. This year the group provided **£97,959 of funding to 25 local organisations**, including; homework clubs to support home schooling, a social wellbeing project for pregnant women, and a gardening group for people who were isolating at home – to name but a few.

Another successful project included **The Veterans' Food Co** – a social enterprise to retrain Veterans to become chefs. Throughout lockdown, they produced hundreds of homemade nutritious meals and delivered them to those experiencing homelessness and living in temporary accommodation. They were also able to support the mission to **deliver a Christmas meal to all 980 of our customers** living in Independent Living Schemes.



## AL-ABBAS INSTITUTE

**£5000 was awarded to Al-Abbass Institute** to run homework clubs and catchup tuition sessions for secondary school children from BAME communities (Black, Asian and minority ethnic) many of whom were from the most deprived areas of Rochdale and were the most severely affected by the pandemic.

The funding provided much needed and valuable support for children and the community. **1344 people have engaged with the project since it launched in November 2020.**

Activities included, interactive workshops to assist with school studies, and support for mental health and general wellbeing.

**RBH continue to work with local organisations to provide training, advice and support, and where possible, assist with additional funding opportunities.**



**It's our relationship with these organisations that enables us to make sure local people have access to vital support to reach their full potential. Together, we can achieve great things**

### Here is what some of the young people had to say about the centre;

'Attending the classes at Al-Abbass Institute helped with my GCSE revision and homework.'

'I never really enjoyed school, but when I started to come to Al-Abbass Institute they explained to me how important school was for my future. I am now more focused and doing a lot better.'

'I never really like going to school, but I now realise how important education and being a good person is.'



# APPRENTICES AND VOLUNTEERING

**232 RESIDENTS WERE SUPPORTED TOWARDS WORK AND 27 SUPPORTED INTO VOLUNTEERING**

**We are extremely proud of our apprentice programme which we feel is ambitious and refreshing in its approach and success. We believe it's important to continually work together; listening, supporting and caring and to mutually make a positive impact on peoples' lives, communities, and workplace.**

Apprentices make a huge contribution through their work and many go on to other roles at RBH, which is not only a credit to them, but also the team of mentors and tenants supporting them through their journey.

This year, along with most services, apprentice vacancies were impacted by Covid 19 and social distancing restrictions. Knowing the effect this would have on communities, there was a change in the approach, which solely focused recruitment opportunities for tenants.



## **Here's what finance apprentice Sophie had to say about her experience:**

"I wanted to apply to RBH because I love what it stands for. I love the sense of community. RBH really is a great place to work and I am proud to be a part of it."

**We also regularly receive positive feedback from tenants, as Chris Barratt, our repairs team member colleague discovered.**

The man who arrived at my house was an apprentice the first time he installed my alarm and now he's now a qualified electrician. He is teaching his young apprentice now and both were wonderful. Clean trust worthy, friendly, courteous and did a fantastic job.



**Our apprentices are not just passionate about the work they do and the skills they learn, but also about their community and mutuality, as one of our apprentices showed by volunteering.**

Thank You to our 2nd year plumbing apprentice Harrison Leech for stepping forward and volunteering in the community delivering parcels to our customers, Well done Harrison!

**We were unable to carry out usual community engagement support, so we developed new online tools to assist with applying for roles including:**

- A video on how to write a CV and complete an application form
- A 'top tips' animation, for online interviews
- RBH career videos, highlight RBH as an employer, featuring various roles and further insight into a career in housing

To view these videos, please visit the **RBH YouTube Channel**





## APPRENTICES AND VOLUNTEERING THE IMPACT OF THE LIVING WAGE

**RBH has been championing the Greater Manchester Good Employment Charter and became the first full member from Rochdale borough, and was a featured employer during National Living Wage Week.**

A key aspect of mutuality is our commitment to championing the right thing and leading by example. That's why we made the decision to pay all apprentices the **Real Living Wage**. This is something we are proud of and it is what we stand for. It's how we take responsibility and we believe it is only right people are treated fairly.

## HEAR FROM JOHN ABOUT THE DIFFERENCE IT MADE TO HIM:

John joined Rochdale Boroughwide Housing in August 2019 as an Electrical Apprentice. He had been looking for an apprenticeship to gain the experience he needed to complete his qualification and achieve his goal to become a fully qualified Electrician, John said

"It was very stressful looking for an Apprenticeship. Knowing the average pay is much lower than the Living Wage and that I may have to take a pay cut, and the stress on my household that would come from that."

As an older apprentice with a family to consider and support John is extremely positive about the Real Living Wage and the enormous difference it made to him,

"My wife and children definitely saw a difference in me when I joined RBH. With the Living Wage I was financially secure which showed in my attitude and wellbeing"

He also comments about how it impacted positively on his family life, which was so important, especially over the past year, "We could go out more and enjoy family time without worrying if we could afford it. These are all things made accessible due to being paid the Living Wage."



## APPRENTICES AND VOLUNTEERING SOCIAL VALUE:

At RBH we are genuinely committed to delivering and increasing the social value created in Rochdale, we use our position to support Rochdale's local economy and encourage contractors to create jobs and ensure that Rochdale residents are prioritised.

A wide range of social value contributions have been delivered in partnership with other organisations, with the priority focus to advance work and skills opportunities.



### BELOW ARE SOME HIGHLIGHTS:

ENGIE have been on site in Lower Falinge since March 2020 to develop **new RBH houses and low-rise apartments** as well as **new community green space**. The pandemic prevented on-site work experience, but in response ENGIE developed a week long programme of virtual work experience to enable eight local students from Hopwood Hall College to get a taste of a career in construction. The week culminated in a session focused on employability including a mock interview with individual feedback to help students build their confidence.

Our lift maintenance and repair supplier, Caledonian Lifts created a new apprenticeship opportunity for a Lift Engineer.

Rowland Remedials created two new multi-trade roles, one of which has already been offered to a young person at risk of homelessness.

We have also negotiated donations with our supply chain for various much needed items, including over **2,500 face masks donated to support local schools** and **Easter eggs donated to the food pantries and the residents of Great Howarth**.

There have been financial donations to our social value fund which has been utilised by the Community Investment Team to assist families and individuals supported by our homelessness service. Children received afternoon tea, a goodie bag and activity packs while residents of Leopold court received a Christmas gift each, and a Christmas dinner. Remaining funds are being utilised to support hot meals for the Pantry customers.



**Our annual Values in Practice (VIP) awards say thank you to Members, tenants, employees, and residents who make a real difference in our communities, placing mutuality right at the heart.**

Last year, we presented nine awards, with the overall “Chief Executive’s Choice” award going to the Kirkholt and Smallbridge Local Pantries – you can read more about the great service The Pantry offers on Page 7.

The VIP Awards are a small example of all the many wonderful volunteers we have in the community and workplace. We have a vast number of volunteers who go above and beyond to help communities and those around them throughout the year.

## HERE ARE SOME OF THE WINNERS FROM THE 2020 AWARDS:

### CONSTANT CONTRIBUTOR

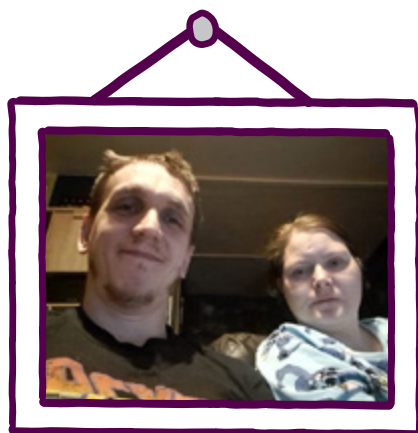
**Awarded jointly to Graeme Pearson and David Haigh**



The nomination for Graeme read: Nothing was too much trouble for Graeme during the pandemic. He worked constantly to keep tenants safe by delivering essential safety checks, often out of normal hours, to keep the gas servicing programme on target making sure homes were safe.

David is kind-hearted, caring, patient, and always willing to lend an ear. He is a key member of the Pass It On team, and during the pandemic, demonstrated his commitment working as a Caretaker while the re-use service was not in operation.

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## COMMUNITY SPIRIT AWARD

### Amanda Roberts and Robert Wilkinson

Community spirit came alive during lockdown when Amanda and Robert posted energy bars to every flat in College Bank and went out of their way to help neighbours with shopping.



## TEAM OF THE YEAR

### The Community Investment Team

The team were at the heart of RBH's Covid response, finding a way to continue to deliver front line services safely and always with a smile on their faces and injecting a bit of positivity.

## COMMUNITY VOLUNTEER

### Kirsty Fearnough

Kirsty runs the 'K-Star' morris dancing troupe on Kirkholt. The troupe has over 60 members from toddlers to adults. As well as training the troupe she oversees transport, costumes and fundraising and during lockdown she worked tirelessly to keep spirits high and members engaged.



## SUPPORTING AN RBH CUSTOMER

### Paula Warwick, HOOP Advisor, Homechoice

Paula was nominated for the compassion and care she showed when helping a terminally ill resident. She dealt with an extremely difficult situation with compassion, care and resolve, providing comfort and kindness in the most challenging circumstances.



**Nominations for this year's VIP awards are open until 1st October.**

The nomination process couldn't be simpler – just head to our website to complete a nomination form: [www.rbh.org.uk/vip](http://www.rbh.org.uk/vip) or if you are struggling to access the online form, please call us on **freephone 0800 027 7769**.



# CORPORATE STRATEGY

**Our Corporate Strategy, Together, developed in 2018, set out RBH's vision and ambitions for the three years up to 2021.**

This year, we were due to undertake consultation to help develop the Corporate Strategy for the next three year period, however this was postponed due to the impact of Covid 19. Full consultation with members will take place soon.

Our fundamentals of **Growing Together**, **Thriving Together** and **Improving Together** remain our priority, as well as having a key role in helping to **build the local economy**, so Rochdale continues to be a great place to grow up, grow a career and grow old.

## GROWING TOGETHER

Delivering the right mix and quality of homes to make RBH communities strong and successful.



## THRIVING TOGETHER

We will make the Borough a great place to live and age. We will support people through life changes by offering new and tailored services.



## IMPROVING TOGETHER

We will change and improve the way we work with a clear focus on value for money to deliver services that our customers value whilst ensuring that RBH is a strong financially successful Society resilient to future challenges.



## BUILDING ROCCHDALE'S ECONOMY

As one of the Borough's anchor institutions we have a key role in helping to directly build the local economy through delivering our strategy.

Rochdale - birthplace of co-operation



# GROWING TOGETHER



The Corporate Strategy sets out our vision to deliver a mix of high quality, affordable homes, including affordable rent, rent to buy and shared ownership.

In 20/21 we completed **39 new build homes** and **purchased and refurbished one former RBH home**. We also started **construction of a further 119 new homes across the Borough**. We have a pipeline of schemes to continue building more affordable homes in to the future.

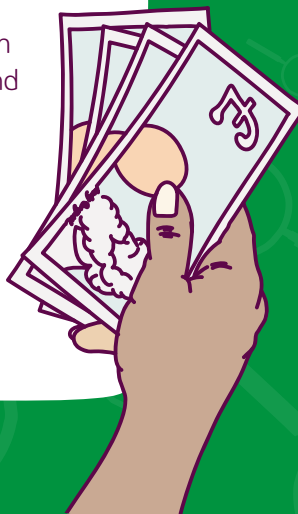
55 of our homes under construction are part of our regeneration plans for the Town Centre, including the College Bank and Lower Falinge areas.

We continue to rehouse residents affected by demolition work, and develop plans to deliver different types of quality new homes within the Town Centre.

# THRIVING TOGETHER

We informed you last year about our “Age friendly” neighbourhoods and Kirkholt and Smallbridge older persons project group. The group was re-established in March 21 and continue to assist us in playing a full and active role in shaping things long term.

We have invested heavily in additional resources to support customers to pay their rent and over the last year we have **helped customers to claim £1.3m in additional benefits** with a further £0.5m in respect of water charges gains.



# VOLUNTEERING

**Volunteering is so important at RBH for tenants, the community and employees.** Although not a separate theme within the Corporate Strategy, it is at the core of what we do and shows mutuality at its best.

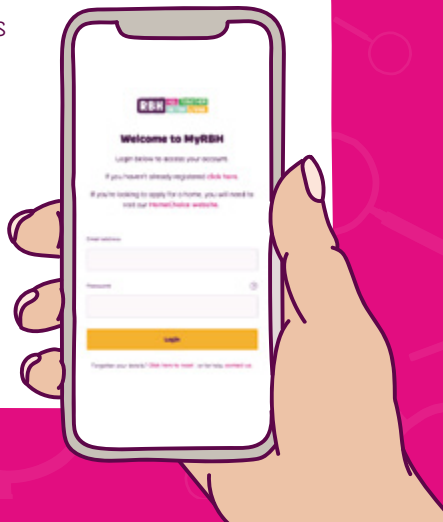
We offer a day off each year for colleagues to volunteer. There has been **6250 hours volunteered by 431 RBH employees** and **14,807 hours volunteered across the community by 153 people**.



# IMPROVING TOGETHER

Despite the past year being one of isolation and not being able to meet in person, we are proud of what has been achieved to improve communication and engagement. Here are a few examples of things we have put in place:

- We launched the new **Membership Strategy**.
- We introduced the **Together with Tenants Commitments**.
- Being a mutual at heart and living out the values in everything we do, it is so important we brought mutuality to life. **Watch our video on Mutuality.**
- We now have a Customer Complaints Panel to review closed complaints cases and identify areas for improvement.
- A new **Engagement Strategy** was launched.
- We continue to develop **MyRBH Portal** making it easier and more convenient for customers to access RBH services, from reporting and scheduling a repair to checking a rent balance and making a payment.
- We offer digital sign ups, which are effective and efficient.
- We introduced Responseye to support the delivery of remote inspections in customer's homes.
- We appointed a Safer Neighbourhoods Lead and Safeguarding Advisor who have made a positive impact on reviewing performance and providing advice and support to colleagues so that we can deliver improvements in the ASB and Safeguarding services.



# BUILDING ROCHDALE'S ECONOMY



We continued to focus on contributing positively to sustainable employment, apprenticeships, training and volunteering opportunities. It was important that over the past year the Apprentice recruitment was dedicated to tenants.

We are proud to have taken on seven apprentices who live in RBH homes and we have five Rochdale residents on Kick Start Placements.

The New Pioneers Programme, as part of Town Centre Regeneration Work, enabled us to support many residents into employment and **472 people have been supported towards work** and we have secured £20k worth of funding with Upturn to support RBH tenants whose jobs have been impacted by Covid 19. The programme provides support with training and employment. Since its launch in September 2020 14 RBH tenants have been enrolled on the programme and already four have returned to employment, with others being supported through job searching, training and access to digital skills and equipment.

# HIGHLIGHTS OF THE YEAR

**As your Representative Body, our job is to bring mutuality to life and to make sure all members are represented in a fair, open and honest way.**

We want to make sure you receive the best service so together we all grow, thrive, and improve.

Over the past year, we have made some critical decisions and been front and centre of key activities and priorities, including;

**Approved the co-option of two Employee Members**, James Coutts, Electrical and Security Systems Engineer and Jonathan Wenn, Risk and Insurance Officer.



**Nominated Representative Body Corporate Strategy Champions** which is exciting and important, as we are due to start consultation on our new Corporate Strategy. Over the next few months, all our tenants and employees will have the opportunity to be part of a big conversation about our priorities for the years ahead.



**Approved the Representative Body Induction and Training Programme.**

The programme was introduced to provide members with skills and support to be confident and productive in their role, and is part of the package of being a Representative Body.



Due to the importance we place on social value, **we requested an update on activities** – See page 11 to find out more about our social value initiatives.



### Approved changes to the Mutual Governance Excellence Framework;

The Framework sets out how the Representative Body, Board, Committees and Subsidiary Boards approach governance responsibilities, how members should act and ensures compliance with best practice.



**Helped shape the plan for the Mutual Celebration** that took place virtually in June 2020



**Started to plan the Annual Members Meeting**, which will be held virtually on **15th September 2021**



**Due to the pandemic, we tried something a little different last year with the Annual Members Meeting (The AMM) which for the first time, was held virtually on 16th September.**

As a result of the pandemic, members approved a number of recommendations to change the Rules including:

- The extension of the terms for Representatives who were due to retire in 2020 to 2021;
- The ability for the Representative Body to co-opt up to three Representatives to fill vacancies up to the Annual Member Meeting in 2021;
- Extend the terms in office of Non-Executive Directors who were due for re-appointment in 2020 for a further term up to the Annual Members Meeting in 2021;
- To extend the Corporate Strategy for a year
- To hold meetings remotely



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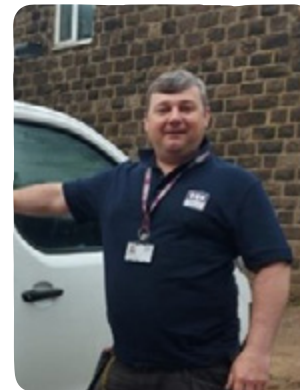
## Hear from some of our tenant and employee representatives about why they are on the Representative Body and the role they play:

**Lynn Brosnan, Chair of the Representative Body**, has been involved with various tenant organisations for thirty years plus and sums up the role of the Representative Body by stating,



"The Representative Body gives me the opportunity to work with both tenants and employees. This is something I find uplifting and inspiring. I like the way we work together and how we lose the tenant and employee separation and become one body with a common goal."

**James Coutts, an Electrician in our Repairs Team** and one of our employee representatives, decided to join to make a difference.



"I've worked for RBH for nearly three years as an electrician. I decided to become an employee representative because I felt our trade section was under-represented. Being part of the Representative Body gives me a voice and allows me to put forward ideas drawing on my lived experience as an employee. It's rewarding to work alongside other representatives to help shape our future plans."

**Sue O'Donovan, Vice Chair of the Representative Body** has been volunteering with RBH for over 10 years and feels passionate about tenants and employees working together.



"It's important to ensure we deliver and maintain a high-quality service that meets the needs of all the community. Being a member of the Representative Body and other groups gives me a sense of purpose and self-worth."

**Donna Chadwick, tenant member**, commented about the positive impact the support and development package provides;



"The package helps recognise the hard work members do on a regular basis. It's a great thing as we're all volunteers and this shows our work is appreciated.

I like supporting members and watch them develop their skills."

# OUR MEMBERSHIP STRATEGY

**As Representatives, it's our responsibility to monitor progress and update you on facts and figures relating to membership – but its not just about the numbers.**

**We want to celebrate people succeeding together. We want to bring focus on how tenant and employee members work together to create great places to live and work.**

**What is important, is that members feel knowledgeable, engaged and active about mutuality.**

We are proud that 5906 tenant and employee members have decided to become a member of our mutual.



**Tenant Membership**  
**5446** out of **14,145**

**38.5%**



**Employee Membership**  
**460** out of **559**

**82.3%**



This is what Antonia Christou, our HR Apprentice had to say about becoming a member:

"I enjoyed the initial conversation on mutuality and membership, and was able to understand how supportive RBH is as a mutual. For me, there are three words to sum up RBH; respectful, beautiful and helpful. That's why I signed up".

as at 31/03/2021

# THE IMPORTANCE OF A DIVERSE MEMBERSHIP

**To continue to be inclusive, we monitor our membership to ensure we reflect diversity, so all tenants and employees are valued, represented and have a voice.**



Membership to us isn't a numbers game, it's about making membership more meaningful. If you want to find out more about membership, get in touch anytime:

**[rbh.membership@rbh.org.uk](mailto:rbh.membership@rbh.org.uk)**



**The ethnic and age profile is similar with tenant members, all RBH tenants and RBH employees.**

# YOUR REPRESENTATIVE BODY. JULY 2021



**Lynne Brosnan**  
**Chair**  
Turf Hill Estate  
Management Board



**Sharon Worsley**  
**Vice Chair**  
Tenant Representative



**Sue O'Donovan**  
**Vice Chair**  
Tenant Representative



Please note, vacant positions  
are currently not displayed

## TENANT REPRESENTATIVES



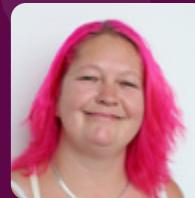
**Frank Altham**



**Andy Brown**



**Andrew  
Butterworth**



**Donna Chadwick**



**Shamroz Gull**



**Andy Littlewood**



**Haroon Mirza**

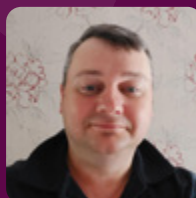


**Jane Taylor**



**Mary Tomlinson**

## EMPLOYEE REPRESENTATIVES



**James Coutts**



**Stephen Edwards**



**Jonathan Wenn**



**Phillip Worthington**

## COUNCIL REPRESENTATIVES



**Councillor  
Susan Emmott**



**Councillor  
Daniel Meredith**



**Councillor  
Linda Robinson**



**Councillor  
Peter Rush**

## FIND OUT MORE!

### YOUR REPRESENTATIVES

Find out more about us:

Log on to **[www.rbh.org.uk/membership](http://www.rbh.org.uk/membership)**.

#### Get in touch with us:



Email **[representatives@rbh.org.uk](mailto:representatives@rbh.org.uk)**. If you want to contact a particular Representative please include their name in your email.



Contact the Governance Team on Freephone **0800 027 7769** and they can put you in touch with us.



We would love to see you at our meetings, but only when it is safe for you to do so. We will keep members informed of meeting arrangements as the coronavirus advice changes.

### HELPFUL LINKS

#### Together

Visit our website to find out more:

**[www.rbh.org.uk/together](http://www.rbh.org.uk/together)**

#### Community Funding

Find out more at:

**[www.rbh.org.uk/communityfunding](http://www.rbh.org.uk/communityfunding)**

#### Membership

To find out more about RBH membership, or to sign up to become a member, visit

**[www.rbh.org.uk/membership](http://www.rbh.org.uk/membership)** or call us on **0800 027 7769**.

#### Get Involved!

There are lots of different ways that you can get involved at RBH. To find out more, visit

**[www.rbh.org.uk/getinvolved](http://www.rbh.org.uk/getinvolved)** or call us on **0800 027 7769**.

If you need this report in a different format or language, please contact us to ask how we can help.



**[customerexperience@rbh.org.uk](mailto:customerexperience@rbh.org.uk)**



**(01706) 273774**