

TACT applicant recruitment pack 2026

Join the TACT Board

Applicant recruitment pack for two tenant members and one independent member



Bring challenge



Create change



Stay curious



Annual allowance: £1,200, paid quarterly



Commitment: Ten scheduled activities each year, plus preparation



Term: Three years, with an option to renew for a further two years



Apply by: **Sunday 4 October** at midnight



Interviews: From **Monday 12 October 2026**



Apply to: Annie Hall (TenantPartnership@winchester.gov.uk)



Winchester
City Council

Welcome

Thank you for considering joining Tenants and Council Together (TACT). TACT is our tenant-led scrutiny and assurance board. It helps tenants and leaseholders hold Winchester City Council's Housing Landlord Service to account and shape better services.

We're recruiting two Winchester City Council tenant members and one independent member. You will examine evidence, ask thoughtful questions and help turn what tenants experience into practical change.

You don't need previous board experience for a tenant member role. We will provide induction, mentoring and ongoing support. For the independent role, we're looking for relevant professional expertise and the ability to offer objective scrutiny and constructive challenge.



Why **TACT** matters

The Regulator of Social Housing's Consumer Standards say landlords must give tenants meaningful opportunities to influence and scrutinise their strategies, policies and services. Landlords must also provide clear performance information and accessible support so tenants can hold them to account. TACT is central to how we meet these expectations in Winchester.

- hold us to account for safe, good-quality homes and services
- review performance, complaints, Tenant Satisfaction Measures, policies, strategies and budgets
- check whether services are fair, open, respectful and offer value for money
- bring evidence and tenants' lived experience together
- recommend practical improvements and monitor whether change happens
- champion equity, diversity and inclusion across housing services

What we expect: challenge, change and curiosity



Challenge

Ask constructive questions, test the evidence and speak up when something could be safer, fairer or more effective.



Change

Focus on practical improvements and help us turn scrutiny and tenants' experiences into action.



Curiosity

Ask why, notice what may be missing and consider different perspectives before reaching a view.

Challenge doesn't mean confrontation, and you don't need to be the loudest person in the room. Good scrutiny includes listening carefully, asking thoughtful questions and being willing to learn.

How the Board works

TACT brings together lived experience, independent expertise, elected leadership and senior accountability. The Board includes four tenant members, two independent members, the Lead Cabinet Member for Housing as Chair, and the Strategic Director or their substitute as a non-voting member.



Your **annual commitment**

	TACT Board meetings	Four each year, two hours each
	Housing Improvement Workshops	Four each year, 90 minutes each
	Stock tours	Two each year, half a day each, with lunch provided
	Preparation	Read papers, consider questions and take part in induction or training as agreed



TACT Board Meetings usually take place on weekday evenings at Winchester City Council offices. We prefer members to attend in person, but we can arrange hybrid attendance when needed to make meetings more accessible. Dates are planned in advance.

Workshops are held on a weekday evening or on a Saturday morning / afternoon.

Allowance **and support**

- ✓ £1,200 annual allowance, paid quarterly
- ✓ reasonable travel and agreed out-of-pocket expenses
- ✓ induction, mentoring and ongoing learning
- ✓ digital support and a laptop loan if needed
- ✓ papers in an accessible format or printed copies on request
- ✓ reasonable adjustments throughout recruitment and Board membership
- ✓ childcare and agreed printing costs in line with the Terms of Reference and relevant policy

Tenant member **role profile**

You can apply for a tenant member vacancy if you are a current Winchester City Council tenant, leaseholder or shared owner.



What you'll do

- ✓ prepare for and take part in Board meetings, workshops and stock tours
- ✓ consider reports, performance data, complaints, policies and residents' experiences
- ✓ ask constructive questions and identify gaps or risks
- ✓ bring the views of different tenants and leaseholders, not only your own experience
- ✓ help agree priorities and recommend service improvements
- ✓ monitor whether promised actions lead to change
- ✓ work respectfully with other members, councillors and staff
- ✓ follow the Code of Conduct and keep confidential information private



What we're looking for

- ✓ curiosity and a willingness to ask why
- ✓ an interest in improving services for all tenants and leaseholders
- ✓ the ability to listen to different views and contribute thoughtfully
- ✓ a fair-minded and respectful approach to constructive challenge
- ✓ a willingness to consider evidence as well as personal experience
- ✓ reliability and time to prepare for and attend the scheduled activities
- ✓ a commitment to equity, diversity and inclusion
- ✓ a willingness to learn through induction, mentoring and training

We welcome examples from your life, community, caring responsibilities, volunteering, education or work. We won't favour people who use boardroom language or already know the housing sector.

Who we particularly want to hear from

Our Board doesn't yet fully reflect the people who live in our homes. We particularly welcome applications from younger people, women, people from Black, Asian and other ethnically diverse communities, LGBTQIA+ people, disabled people and people living in rural parts of the district. The role is open to all eligible applicants, and we will appoint against the published criteria.

Independent member **role profile**

The independent member brings external expertise, independence of thought and objective scrutiny. You must be independent of Winchester City Council's Housing Landlord Service and able to act in the interests of tenants, leaseholders and shared owners. You don't need to live in the district, but you must be able to meet the role's attendance requirements.



What you'll do

- ✓ provide independent challenge and objective scrutiny of housing services
- ✓ test performance, risk, assurance and improvement information
- ✓ help TACT consider whether we meet the Consumer Standards
- ✓ offer strategic insight and relevant specialist expertise
- ✓ act as a constructive critical friend to tenant members, councillors and officers
- ✓ help strengthen governance, accountability and value for money
- ✓ support TACT to turn findings into measurable improvements for tenants and leaseholders
- ✓ share knowledge in an accessible way and help other members build confidence



What we're looking for

- ✓ relevant professional, governance, scrutiny or assurance experience
- ✓ an understanding of social housing or the ability to learn its regulatory context quickly
- ✓ the ability to analyse information, identify gaps and ask clear questions
- ✓ independence of thought, integrity and sound judgement
- ✓ a collaborative style that combines challenge with support
- ✓ a strong commitment to better outcomes for tenants and leaseholders
- ✓ the ability to explain complex issues clearly and respectfully
- ✓ reliability and time to prepare for and attend the scheduled activities



Expertise that would add value

- ✓ social housing governance or consumer regulation
- ✓ property compliance, building safety or asset management
- ✓ tenant engagement, customer experience or equality and inclusion
- ✓ risk, audit, assurance or performance improvement
- ✓ local government transformation or organisational change
- ✓ finance, business planning or value for money

We particularly welcome independent applicants whose perspectives are currently under-represented on boards, including younger professionals, women, people from Black, Asian and other ethnically diverse communities, LGBTQIA+ people and disabled people. Appointment remains based on the published criteria.

How to apply

Send us:



Your CV

including relevant employment, voluntary, community and lived experience.



A covering letter

explaining why you want to join TACT and how you meet the criteria for the tenant or independent role.



A short statement

saying whether you would like to develop towards a Vice-Chair role. This is optional and will not disadvantage you if you are not interested.

Email your application to **Annie Hall, Tenant Partnership Officer**

TenantPartnership@winchester.gov.uk

by Sunday 4 October at midnight.

If you need help to understand the role, prepare your application or request a reasonable adjustment, email Annie who will be happy to help.

Meet TACT **before** **you apply**

Come to the TACT stall at Party in the Park on Saturday 22 August 2026, from 11am to 3pm at Somers Close, Stanmore. You can meet current members, ask questions and find out what Board membership is really like. Attending will not give anyone an advantage in selection.

What happens **next**

We will check that applications meet the eligibility rules.

A panel will assess every application against the published criteria for the relevant role. Equality monitoring information will be kept separate and will not be shared with selectors.

We will invite shortlisted applicants to an informal, structured interview from Monday 12 October 2026. We will ask every candidate the same core questions.

The panel will make a recommendation for final approval through TACT's agreed governance process.

We will contact all applicants with the outcome and offer feedback to interviewed candidates.

Important **information**

This is an appointed public involvement role, not a contract of employment. Activities may change as housing priorities develop. Any material change to the expected commitment will be discussed with members.



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