

# Join our team



# Welcome to Two Rivers Housing

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A warm and heartfelt welcome from a team that is committed to making a difference to people's lives in and around Gloucestershire, is what awaits you at Two Rivers Housing.

We are really pleased that you are considering joining us and look forward to meeting you in person. In the meantime, this pack will tell you a little bit more about our organisation.



# Warm, safe, affordable homes

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Since our creation in 2003, we have been committed to increasing the availability of affordable housing in the Forest of Dean, Gloucestershire and the surrounding counties. In fact, in 2018 we pledged to build a further 1,000 affordable homes in the area by 2028.

But we want to go further.

We not only want to provide affordable homes, we want to create great homes that support communities.

Our 2020-23 organisation plan builds on what we have already achieved. It lays the path to making our community a place where everyone has access to a warm, safe and affordable home when they need it.

We focus on four key areas that will help us achieve this; Our Customers, Our Homes, Our People and Our Corporate Health. Each one of these is integral to the success of our organisation and our mission.

Garry King  
Chief Executive



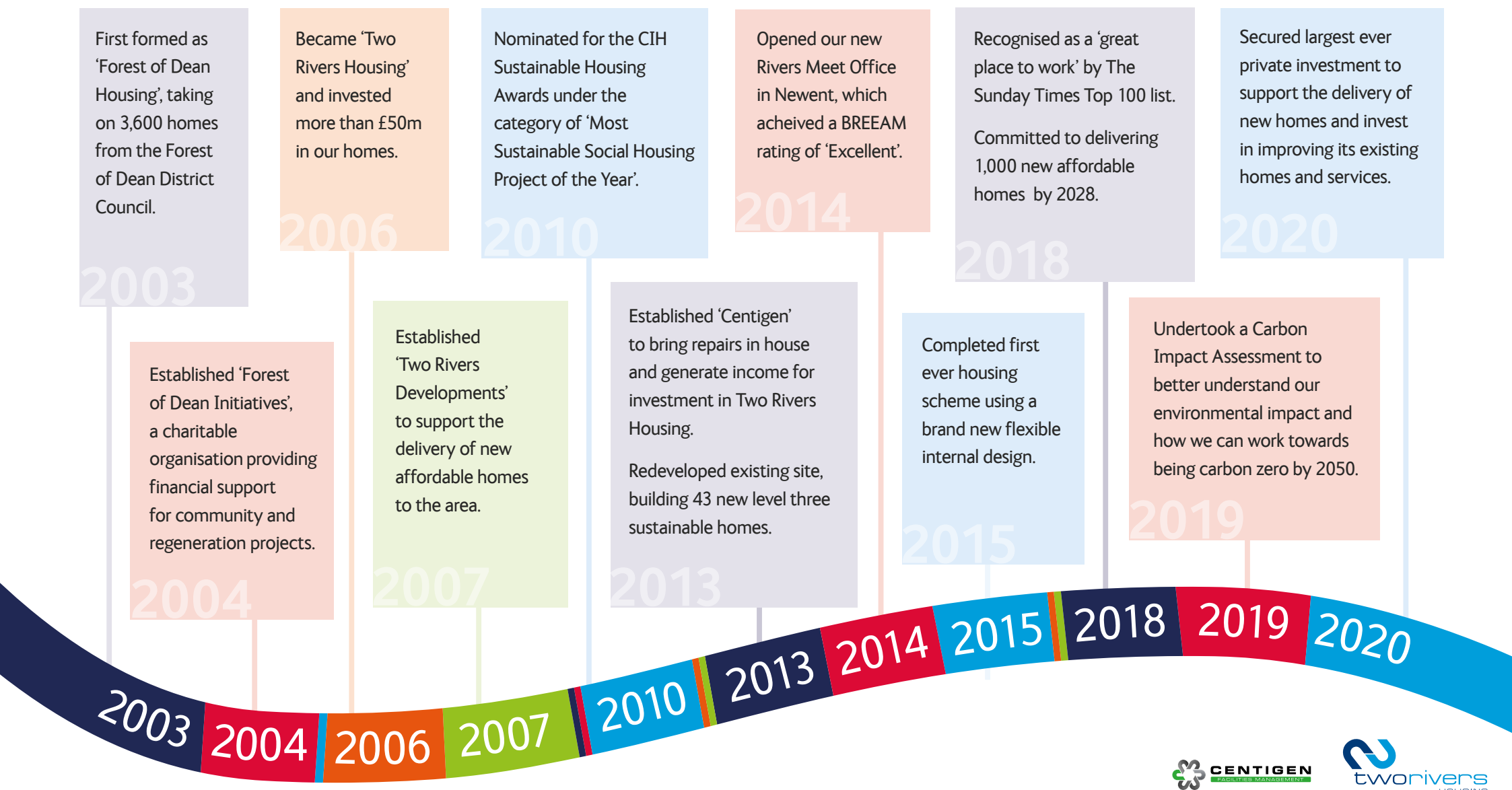


"Everyone should  
have access to  
a warm, safe,  
affordable home  
when they need it."

Garry King, Chief Executive,  
Two Rivers Housing



# Our history



# 2020-2023 organisation plan

Our organisation plan is supported by four priorities: Our Homes, Our Customers, Our people and Our Corporate Health. The work we undertake in each of these moves our organisation forward and ensures we continue to deliver on our promise to provide great homes and support communities.





# The Two Rivers Housing Group

The Group consists of Two Rivers Housing Association and four subsidiary companies.

## Did you know?

Profits generated by Two Rivers Developments and Centigen FM are returned to Two Rivers Housing Association and reinvested in our affordable homes and tenant services.



- Asset holding
- Borrower
- Charitable registered provider



- Non-charitable
- Non-asset holding
- Limited company
- Development / property company

Two Rivers Developments is a limited company that was created to provide design and build services to Two Rivers Housing and manage developments for private sale. The profits generated from the sale of properties in the private sector are returned to Two Rivers Housing and invested in our planned maintenance programme as well as providing new affordable homes for, and services to, our tenants.



- Non-charitable
- Non-asset holding
- Limited company
- Maintenance and facilities maintenance

Centigen FM is a limited company that provides facilities management and maintenance services to a number of organisations across the county. Like Two Rivers Developments, the profits it generates are returned to Two Rivers Housing and invested in our planned maintenance programme as well as providing new affordable homes for, and services to, our tenants.



- Non-charitable
- Non-asset holding
- Limited company
- Maintenance to Two Rivers Housing

Centigen TRH is a limited company that provides a responsive repairs service to Two Rivers Housing Association.



- Two Rivers Initiatives
- Charitable
- Community Benefit Society
- Community initiatives

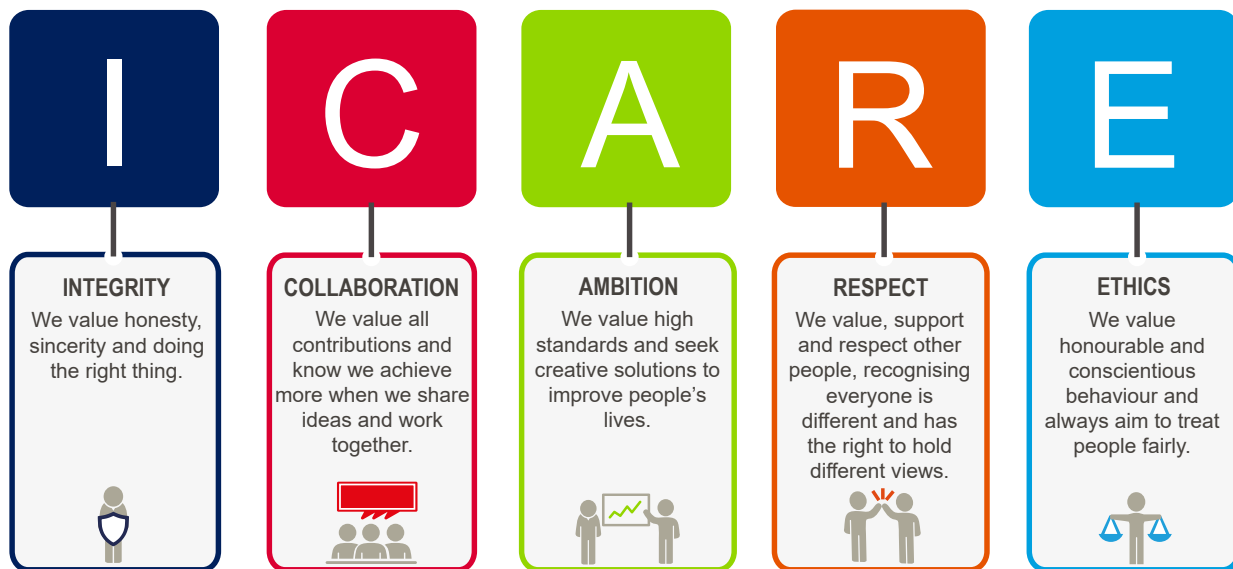
Two Rivers Initiatives is a charitable initiative which was set up to provide grants to support projects that contribute to the regeneration of neighbourhoods, strengthens the local economy or empowers residents. It has supported several local projects over the years including the re-lining of Bathurst swimming pool in Lydney.



# Our values

Just as important as what we want to achieve, is how we want to achieve it.

In 2020, we launched our new organisation values. These outline the behaviours that we expect our team and contractors to demonstrate when working with our customers and each other.





# Our customers

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We want our customers to understand that they can trust us to do the right thing, so that they can get on with living their lives. Which is why we have invested in our customer contact and engagement teams.

Through this investment, we will be able to get closer to our customers and listen to their thoughts and opinions on what they want and need from their landlord.

This will enable us to make decisions in line with their feedback and drive improvements to our service standards.

Alongside this, we will use an independent customer survey provider to help us understand where we are performing well and where we can make further improvements.



# Creating great homes

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In 2018, we pledged to deliver 1,000 new affordable homes. At the end of 2020, we had built 317 new homes across Gloucestershire and the surrounding counties.

But creating great homes is not just about building new ones.

In January 2020, we commissioned a report on the energy efficiency of our existing homes. This will form part of our wider Environmental Strategy, which will map out how we can reach carbon neutral status by 2050. It is an important part of creating great homes that are both affordable to rent and run.

We will also be looking at other improvements we need to make to our existing homes over the next ten years, as well as looking at the communities that we may completely regenerate.

We are committed to making improvements to our existing homes and the way we operate over the coming years to enable us be a zero carbon organisation by 2050.

***Did you know?*** Our purpose-built Rivers Meet office achieved the 'A' energy performance rating, and earned the prestigious BREEAM 'Excellence' standard.



# Supporting communities

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As a small local housing association, we are truly part of the local community. Over the years, we have supported many community events and projects, working with local schools, the police and other community partners.

We are a local employer, providing jobs and opportunities for more than 170 people and supporting local apprenticeship schemes and work experience programmes within our trade and office-based roles.

Wherever possible, we engage with local suppliers to provide the services we need to run our organisation and have invested in community projects across Gloucestershire through Two Rivers Initiatives.





# About Gloucestershire

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Nestled on the edge of the Cotswolds, the historic county of Gloucestershire boasts beautiful rolling countryside, historic buildings, wild forests and diverse and vibrant communities.

Founded by the Romans as Glevum in AD 48, Gloucester City has played an important part in the UK's history. In 1216, aged just 10 years old, King Henry III was crowned at the Chapter House in Gloucester Cathedral and Parliament was held in the Cathedral's Parliament Rooms from 1378 to 1406.

The recently developed, Gloucester Quays has become a popular destination for shopping, with food markets and themed events held regularly at the historic Gloucester Docks. You'll also find a great selection of restaurants and bars on the waterfront too.

The County's premiership rugby team play its home games in the heart of Gloucester at Kingsholm Stadium which hosted World Cup Rugby in 2015 while the University of Gloucestershire is also home to Netball Super League team Severn Stars. Across the other side of the county, The Cheltenham Gold Cup takes place every year at Prestbury Park and the Badminton Horse Trials are held at the estate in May.

Conveniently located just off the M5, Gloucestershire has great links to Bristol, Birmingham and the South West as well as bordering counties Hereford, Wiltshire and South Gloucestershire.



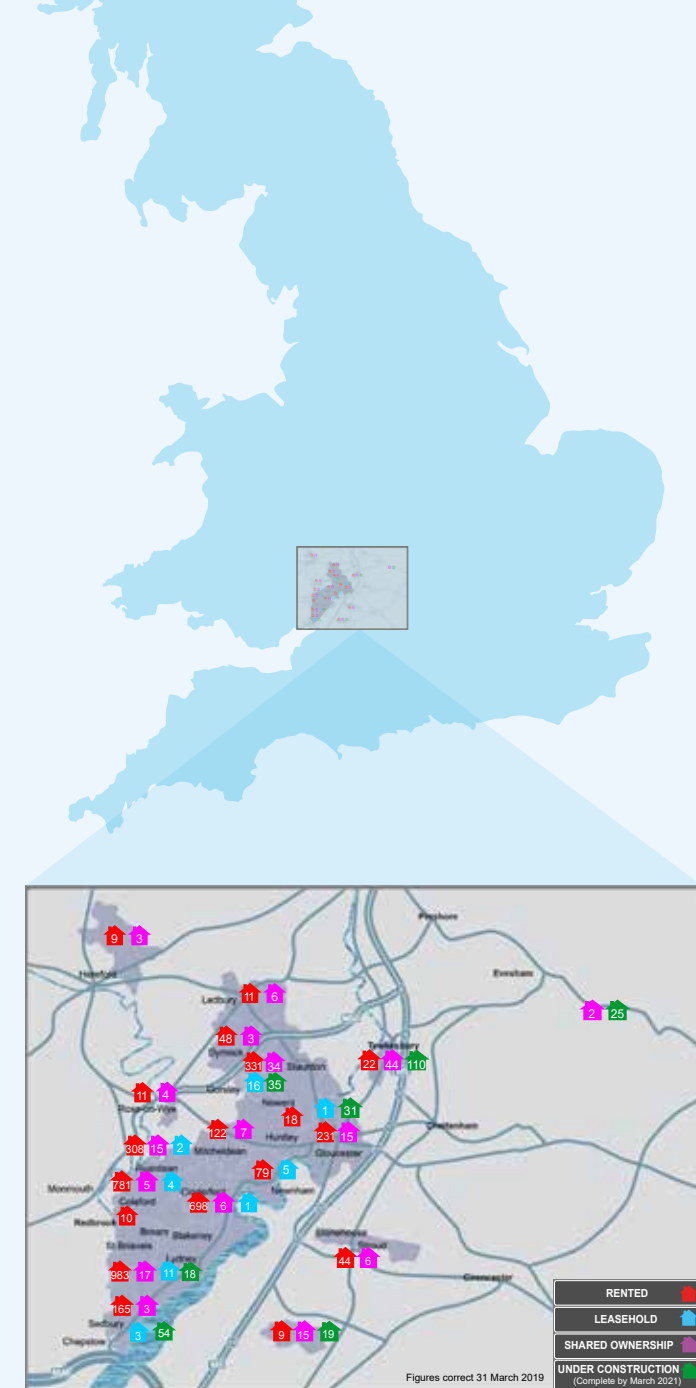
# The Forest of Dean

Our Rivers Meet office is located in Newent on the outskirts of the Forest of Dean.

In medieval times the ancient Forest of Dean was a royal hunting spot and many of the Tudor Navy's warships were built using timber sourced from the Forest. During the industrial revolution the area was mined for coal and many of the old mines and tramways can be found across the area today.

It's home to a wide variety of wild life including wild boar, which occasionally stray on to our properties! Many of our homes are situated in the beautiful villages in and around the Forest.

The Forest of Dean is one of the many stunning places in the County and there are plenty of areas to explore on a family day out, as well as activities such as caving, kayaking and off-roading for the more adventurous!



# The Two Rivers Housing Group Board

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Our Group Board is made up of a number of people with a wide range of skills and experience in the housing sector and related sectors. It includes a tenant member to ensure that the tenant view is always considered during the decision making process.

The Board sets our organisation's direction and culture and makes sure that decisions are made with our customers best interests at heart. It also ensures that our organisation is managed effectively, efficiently and economically by providing oversight, direction and constructive challenge to our executive team.



**Chair: Yvonne Leishman OBE**

Yvonne was the former President of the Chartered Institute of Housing and Chair of HouseMark. She received an OBE for services to housing. Yvonne is an experienced Managing Director and joined the Board in November 2017.



**Vice Chair: John Bloxham**

An experienced housing practitioner and consultant and Fellow of the Chartered Institute of Housing. Joined in 2012.



**Susan Holmes**

More than 35 years' experience in housing, social care and the voluntary sector. Joined in 2016.



**Tim Jackson**

Director of Resources at Newport City Homes, a qualified Accountant who has worked in the commercial, public and not-for-profit sectors. Joined in May 2018.



**Rita Jones**

Rita has had a varied career including as a Pub Landlady. She is a Two Rivers Housing tenant and joined the Board in 2016.



**Ted Pearce**

Director of Strategic Asset Management at Orbit Homes, a Fellow of RICS and RSA and member of BIFM. He joined the board in 2019.



**Neil Sutherland**

A Chartered Civil Engineer and former Royal Engineer Officer with experience of multi-national leadership and project management. Joined in 2016.



# Our executive team and Assistant Directors

Our executive team consists of the Chief Executive and two Corporate Directors. They are responsible for implementing the Board's policies and direction across the Group and reporting the progress made against these back to the Board.

Our executive team are supported by four Assistant Directors who oversee specific parts of the organisation.



**Chief Executive: Garry King**

Appointed to Two Rivers Housing as Chief Executive in 2002 having led the LSVT from the Forest of Dean District Council. He completed his housing training at Sheffield Hallam University and then became a trainee with Bristol City Council, followed by senior roles in local authorities.



**Corporate Director – Resources: Carol Dover**

Joined Two Rivers Housing in March 2019. Previously Head of Finance at Connexus in Herefordshire. She has also worked in senior finance roles at The University of Worcester, Marches HA and Wyevale Garden Centres.



**Interim Corporate Director – Operations: Tom Hainey**

Joined Two Rivers Housing in February 2020 on an interim basis. Previously Executive Director of Property and Development at Beyond Housing. Tom has more than 35 years' experience in the housing sector.



**Assistant Director of Resources: Lynne Dunstone**

Lynne joined Two Rivers Housing in 2020. Prior to joining the Group, she was working in Washington DC for the UK Foreign and Commonwealth Office and had also held the position of Financial Performance Manager at the University of Gloucestershire. She has also worked in finance roles at Knightstone Housing Group and Stonham Housing Association.



**Assistant Director of People and Culture: Martin Ward**

Martin was appointed to the newly created role of Assistant Director of People and Culture in 2020. Before joining Two Rivers Housing, he had held senior HR roles at Horizon Nuclear Power, Skanska UK and Wincanton. He has also worked for Belcan and Essex County Council.



**Assistant Director of Housing: Rachel Smith**

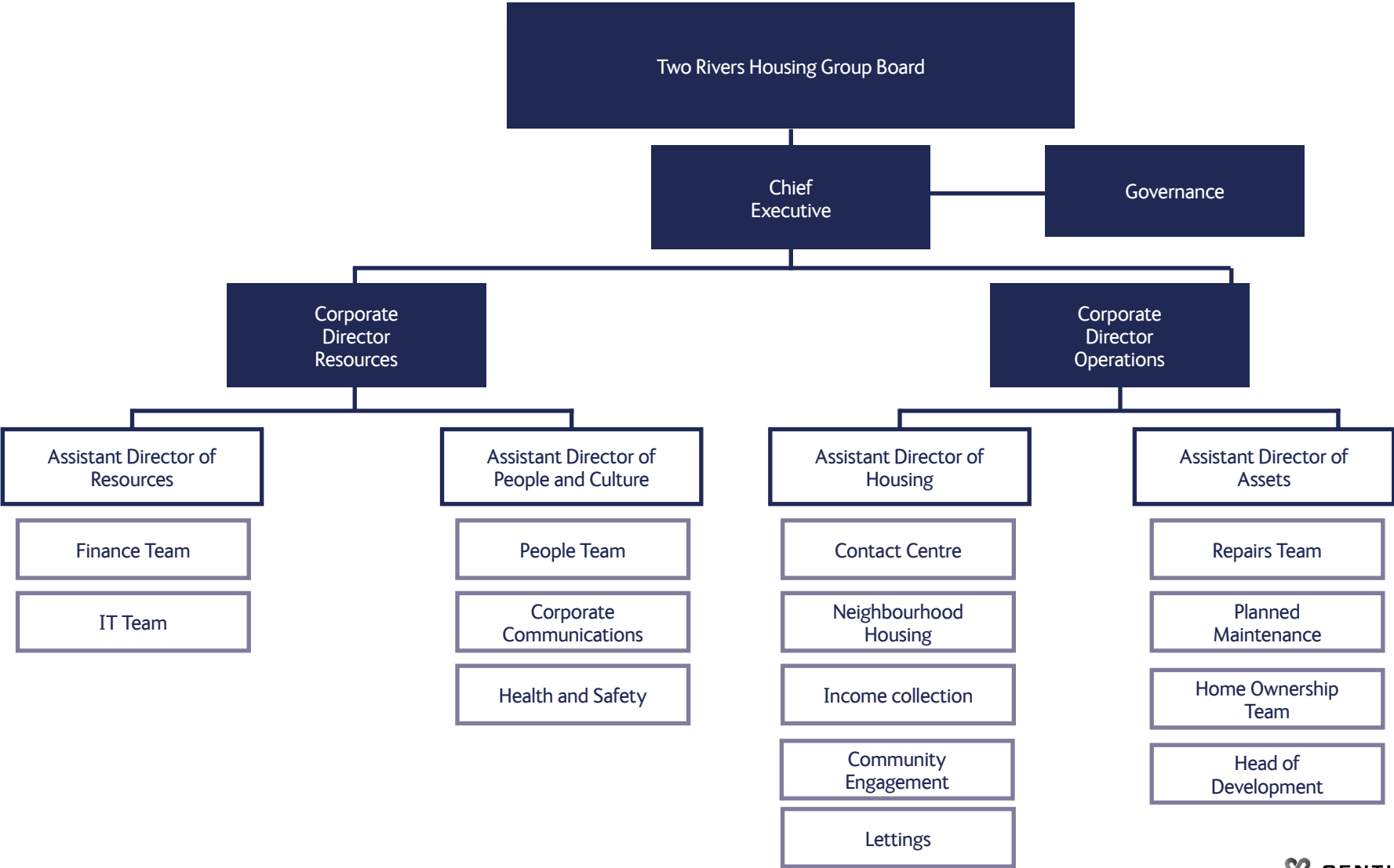
Rachel joined Two Rivers Housing in 2003 as a Policy and Performance Officer. She has worked her way up to the position of Assistant Director and supported the organisation in a number of other roles including Business and Support Manager and Head of Housing. Prior to joining, Rachel worked with individuals and families facing homelessness.



**Assistant Director of Assets: Luke Beard**

Luke joined Two Rivers Housing as a surveyor in 2008. He worked in several roles across the organisation including Head of Maintenance before being appointed as an Assistant Director.

# Our organisation structure



# More about Two Rivers Housing

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🖱 [www.tworivershousing.org.uk](http://www.tworivershousing.org.uk)

🏠 Rivers Meet, Cleeve Mill Lane, Newent, Gloucestershire, GL18 1DS

🌐 [www.linkedin.com/company/TwoRiversHousing](http://www.linkedin.com/company/TwoRiversHousing)

📘 <https://www.facebook.com/TwoRiversHousing>

🐦 <https://twitter.com/TRHousing>

Company registration number: 4263691

Homes and Communities Agency number: L4385

Registered charity number: 1104723



**INVESTORS IN PEOPLE™**  
We invest in people Gold

