

# FINALIST PROFILE



## NATASHA JONES

### ENGAGEMENT MANAGER AT MONMOUTHSHIRE HOUSING ASSOCIATION



#### I LOVE WORKING IN HOUSING BECAUSE ...

There are so many reasons why I love working in housing - so this is a difficult question to answer. I would say these are my top three.

The people - I have met amazing and inspiring people throughout my career. I am passionate about people and always go the extra mile to help those who want to make a difference.

The diversity - the sector is no longer just about bricks and mortar. The diversity in services that are provided by housing providers to support tenants in sustaining their tenancy is incredible.

The creativity and innovation - housing is not classed as part of the 'creative industries', but I think it should be! The sector nurtures creativity and creates an environment that generates inspiration to ensure it provides homes and services that are fit for the future.

#### MY PROUDEST ACHIEVEMENT IN HOUSING IS ...

One of my proudest moments in housing is when the Board of MHA endorsed my report recommending major changes to the way the tenant involvement service was being delivered. I had never led on a service review, or even been a part of one, so I worked very hard in developing a bespoke review that focused on three things, identifying the need to review, engaging and adoption and action planning. The theme of 'value for money' ran through the review and I formulated a project group of staff and tenants to lead the review who co-produced the final approach and recommendations.

In May 2017 I presented the report to Board, accompanied with the consultation methods carried out during the review, themes from the findings and recommendations. The feedback I received from the Board was incredibly positive, stating it was a very comprehensive review, with the Assistant Director of Housing & Communities thinking I was going to have a standing ovation! Seeing my work result in major changes to a service was exhilarating, I never had thought I would be able to achieve such a task – but I did!