

TERMS OF REFERENCE

1.0 Purpose

- 1.1 Provide a link between tenants and the governing body to present a collective voice for tenants ensuring that they can meaningfully influence strategic decision making.
- 1.2 Prioritise monitoring compliance against the Regulators Consumer Standards including the annual self-assessment of compliance.
- 1.3 Take a lead on overseeing actions resulting from Tenant Satisfaction Measures and wider feedback.
- 1.4 Oversee the impact and outcomes of the Customer and Community Engagement Framework.
- 1.5 Review feedback from complaints, surveys, customer engagement activities and other tenant interactions to understand themes and trends and how Community Housing is using tenant influence to make improvements.
- 1.6 Monitor performance against the Together with Tenants Promise.
- 1.7 Agree and support an annual programme of service reviews (scrutiny).

2.0 Meetings

- 2.1 The minimum requirement for meetings is six times a year. Additional meetings may be called at the discretion of the Chair.
- 2.2 A 12-month meeting schedule will be produced in March each year.
- 2.3 Meetings will be convened by email/Teams and the agenda circulated not less than seven days before the date of the meeting.
- 2.4 Requests from Leadership Team to attend meetings or to add items to the agenda must be received by the Head of Customer Engagement no less than 10 days prior to the meeting.
- 2.5 Agendas and associated papers will be circulated to all members electronically.
- 2.6 Apologies for absence should be notified to the Head of Customer Engagement and Tenant Voice Chair at least 24 hours in advance of the meeting. In the event of a member being absent for three consecutive meetings, without prior agreement with the Chair, they will be deemed to have stepped down and will be notified in writing by Head of Customer Engagement.
- 2.7 The business of the meeting shall be limited to items on the agenda and any items accepted by the Chair under any other business. In the absence of the Chair members will agree by vote an 'acting chair'.

3.0 Minutes

- 3.1 The Head of Customer Engagement will be responsible for servicing the meeting and minutes will be taken. Draft minutes will be produced and agreed with the Chair, after 7 working days of the meeting.

4.0 Membership

- 4.1 The Group shall comprise of eight members appointed through an open recruitment process. Up to two co-optee's may be appointed on a 12-month term to support effective succession planning.
- 4.2 Members must be aged 18 years or over and be in receipt of services delivered by Community Housing or reside in Community Housing accommodation.
- 4.3 Members of Community Housings governing body and employees are not eligible to join.
- 4.4 Customers who have entered a legal dispute with the Community Housing will not be eligible to join. Once appointed, should a member become involved in a legal dispute with Community Housing they will be suspended, until such time that the dispute is resolved, and membership can resume.
- 4.5 Membership will be deemed continuous subject to satisfactory annual member appraisal.
- 4.6 Upon completion of a 12-month term co-optees membership will become permanent.
- 4.7 The succession plan will then be enacted, and members will be asked to step down accordingly to allow for new members to join if the maximum membership number has been reached.

Quorum: A minimum of 5 Tenant Voice

The Head of Customer Engagement will attend Tenant Voice meetings, conduct induction of new members, and support all activities.

Other colleagues will be invited to attend Tenant Voice meetings as detailed below:

- Director of Housing and Communities (Pre-Board meetings).
- Leadership/ Executive Team as appropriate.
- Chair of Community Housing Board (as appropriate)

- 4.8 The Chairs position will be reviewed by the membership every 3 years.
- 4.9 All members will be required to sign a Code of Conduct.
- 4.10 Members will be eligible to receive a contribution towards internet charges (up to £40 per month) as well as carer and travel expenses, payable quarterly and subject to sufficient participation in Tenant Voice activity.

5.0 Responsibilities and Powers

5.1 General

- All members share collective responsibility for the decisions made by Tenant Voice.
- Members must always act in the best interest of tenants.
- Tenant Voice will be responsible to Community Housing Board.
- The Chair or nominated member of Tenant Voice will present reports directly to Board.

6.0 Other Issues

- 6.1 Disputes between members will be dealt with as a Code of Conduct matter.
- 6.2 The Board has the right to accept or reject suggestions made by Tenant Voice. In the event of there being dissatisfaction with a Board decision, Tenant Voice may request a formal response.

If necessary, the Executive Team will support the Tenant Voice Chair to resolve any disputes but the final decision on resolution would be made by the Board.

7.0 Terms of Reference Review

- 7.1 The terms of reference will be reviewed at least annually at the February Planning Day.



If you want to find out more please contact by email: CustomerEngagement@communityhousing.co.uk or speak to one of our team on **01562733121**.

Alternatively you can scan this QR code which will take you straight to the website.