

Tenant Board Terms of Reference

Aims and Purpose of the Group

- To monitor and hold the councils to account on our compliance with the consumer standards or any other Housing regulatory standards that may apply.
- To monitor and hold the councils to account on compliance with Housing health and safety standards and statutory compliance.
- To monitor and hold the councils to account on our Housing operational performance and satisfaction levels through Tenant Satisfaction Measure (TSMs) reporting.
- To set and approve Tenant Influence Budgets
- To utilise information from tenant feedback and engagement activities to make decisions and recommendations.
- To make decisions and recommendations from evidence-based reports.
- To approve Capital funded Neighbourhood Improvements through the Greater Places scheme
- To commission any other review groups or scrutiny activities as they see fit.
- To provide assurance to leaders, tenants and the Regulator for Social Housing around our compliance with and commitment to the Social Housing Regulations.

Frequency of Matters

Meetings to be held monthly for 1.5 hours. There will be 11 meetings a year (January-November). It is the responsibility of the named attendees to ensure attendance and to notify a Tenant Engagement Co-ordinator with 24 hours' notice if they are unable to attend.

Additional informal meetings, focus groups, or special meetings may take place as required. Panel members are expected to attend every meeting unless they have genuine reasons for not doing so and send their apologies.

Membership

We will aim to balance the membership between Babergh and Mid Suffolk District Councils to ensure there is fair representation on the Tenant Board. Where one Council does have more representation than the other, we will prioritise recruiting to make the membership equal.

The Tenant Board functions as a Scrutiny Panel for both Babergh and Mid Suffolk District Councils, and therefore if there is an un-even split in members between Councils there will be the expectations to treat still both Councils equally.

Tenants or leaseholders who are in breach of their tenancy or lease agreements will not be eligible to be or remain as panel members.

Tenants and leaseholders can apply to become members of the panel by getting in touch with the Tenant Engagement team and initially having a discussion about the role.

Tenants

- Up to 8 (including 1 space for a leaseholder)



Officers:

There must be attendance by at least 2 officers which includes at one Tenant Engagement Co-ordinator and one manager to act as facilitators.

- Tenant Engagement Coordinator(s)
- Housing Transformation Manager
- Any other officers or guests as required or requested by the panel.

Terms of Office

Tenant Panel members can serve for a period of 2 years after which panel members may reapply to re-join the panel.

Decision Making and Resources

Decisions can only be made when at least four tenant board members are present at the meeting.

It is expected that the panel will reach agreement by consensus. However, if agreement cannot be reached a vote will take place and in the event of votes for and against being equal the Chair will have a second or casting vote.

Tenants and Leaseholders will be supported and where required and will be offered training to enable them to be as effective in their role as possible.

Each member will receive two 1-2-1's per year to ensure continuous professional development of the Tenant Board.

Accountability

The September meeting will be used as an annual review exercise to review the tenant boards activities from the previous year to:

- review the current Terms of Reference.
- set tenant influence budget.
- agree a new Chair for coming year (Runs September- August).
- review the Tenant Engagement Annual Report.

All group members are accountable for all actions assigned to them at the meeting and must ensure that action updates are reported back to the group within the agreed timeframe.

An annual report will be written by the Housing Transformation Manager and approved by the panel, which will summarise the group's activities throughout the last 12 months. This will highlight the actions agreed and completed and give a summary of the appropriate figures year on year for comparative purposes.

A summary of the report will be shared in our annual tenant's report, on the performance area of our website and in tenant publications such as our digital tenants newsletter, My Home Bulletin.



I, the undersigned, have read and understood the Terms of Reference and its implications and agree to adhere to the above

Name:

Address:

Signed: Dated:

