

# 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.
- To organise and oversee a maximum of 3 Scrutiny Projects a year.

## 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

The Tenant Board will direct our scrutiny activity for both Babergh and Mid Suffolk District Councils. Therefore, the group will need to try to have an equal amount of Babergh Tenants and Mid Suffolk Tenants to ensure fair representation. Where one Council does have more representation than the other, we will prioritise recruiting to make the membership equal.

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 12 (including 2 spaces for a leaseholder and shared owners)

### Councillors:

The Portfolio Holders from Babergh and Mid Suffolk District Councils who are responsible for Council Housing.

## Officers:

There must be attendance by at least 2 officers which includes 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 Board members can serve for a period of 5 years after which Board members may reapply to re-join the board.

## **Decision Making and Resources**

The Tenant Board will make use of data and tenant feedback to decide a maximum of 3 scrutiny projects a year. This decision can only be made when at least four tenant board members are present at the meeting.

The Tenant Board will also provide monitoring of the budget spend and can make recommendations on the Greater Places projects. This is Capital funded Neighbourhood Improvements through the Greater Places scheme.

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 with the Tenant Engagement Co-ordinators to ensure continuous professional development of the Tenant Board.

## **Scrutiny Function**

The Tenant Board will direct our scrutiny activities for the year based on information they are presented or have requested.

The scrutiny activities will vary depending on the topic identified and could be done through a variety of methods. Scrutiny panels will be recruited to carry out the scrutiny activity by the Tenant Board with support from the Tenant Engagement Co-ordinators. The groups will usually include tenants who have experience of the service being scrutinised. The scrutiny panels will work with necessary staff who will collate a list of recommendations to improve the service.

The Tenant Board will present any recommendations from scrutiny projects to the Overview and Scrutiny Committee biannually. The Overview and Scrutiny Committee can then add recommendations alongside the Tenant Board and will monitor the implementation of these recommendations.

Any decisions from the scrutiny activity that require Cabinet approval will taken to a Cabinet briefing by the Portfolio Holders. An update of the Tenant Boards activities will be provided to Cabinet Biannually. Cabinet members will also be briefed ahead of any reports going to

the Overview and Scrutiny Committee.



## Accountability

The September meeting will be used as an annual review exercise to review the tenant boards activities from the previous year (April-March) 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 and the Annual Report to Tenants.

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.

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: .....



**Appendix A**  
**Scrutiny Flow Chart**

