

Tenant Participation Review and Development Group

Terms of Reference

Name	Tenant Participation Review and Development Group
Purpose	<ul style="list-style-type: none"> • <u>To review and development tenant engagement in line with current government Legislation, Regulator for Social Housing Consumer Standards and the Tenant National Engagement Standards. (TPAS)</u> • To raise awareness of tenant engagement within the council. • <u>To promote and support tenant involvement.</u> • <u>To review proposed policy/strategy changes ensuring tenant involvement during development and prior to formal Council approval.</u> • <u>To monitor the delivery of recommendations made as a result of Challenge and Change reviews.</u> • <u>To review service performance and complaints data, as required, and provide recommendations for improvement where necessary.</u>
Key Aims	<ul style="list-style-type: none"> • <u>To strengthen and develop improve the way we communicate with tenants.</u> • <u>To make tenant engagement an integral part of the housing service</u> <ul style="list-style-type: none"> • To <u>use tenant feedback to drive continuous improvement of the housing service</u> by listening to what tenants tell us <u>and making changes.</u> • To increase the opportunity for tenant involvement <u>and keep tenants informed.</u> • To ensure tenants are aware of our services and how to challenge them.
Membership	

	<ul style="list-style-type: none"> • <u>Membership of the group will be made up from 5 Councillors (including the <u>Pp</u>ortfolio <u>Hh</u>older for Housing <u>as</u> Chair), <u>5</u> selected tenants and 5 <u>Council Officers</u> <u>from the Council and Dragonfly Management (wholly owned company who deliver the housing repairs and maintenance service)</u></u> • <u>A further 3 selected tenants will act as substitute members in the event that core tenant members cannot attend, to ensure the membership remains balanced and quorate.</u> <p><u>Council officers</u> <u>Assistant Director Housing Management & Enforcement</u> <u>Housing Services Manager</u> <u>Housing Strategy and Development Officer</u> <u>Tenant Engagement Officer</u> <u>Contract Administrator</u></p> <p><u>Dragonfly Management Ltd</u> <u>Director of Property & Construction</u> <u>Head of Property (Repairs and Maintenance)</u> <u>Head of Property Services</u> <u>Senior Repairs Co-ordinator</u></p> <p><u>The TPRDG reserves the right to invite/co-opt other tenants to assist with activities as appropriate.</u></p>
<p>Meetings</p>	<ul style="list-style-type: none"> • Meeting will be 4 times per year with additional meetings being called with the agreement from the group. • It is expected that members will be committed to achieving a consensus view, however if a decision cannot be reached the chair will have the deciding vote. • For a meeting to be able to be reach any decision there should at least <u>2-4</u> members present whom at least should be 2 members and 2 tenants. • All group members are expected to observe a strict code of conduct and respect the opinion of others.

Communication	<ul style="list-style-type: none"> • Bolsover housing team will provide administration support (minute taker).Agenda, minutes and reports will be available to all via the Councils website • Minutes of previous meetings will be sent out to the group as soon as possible following a meeting • Agendas and other relevant paperwork will be sent out within one week prior to a meeting. • Any members may submit agenda items prior to a meeting.
Diversity and Equal Opportunities	<ul style="list-style-type: none"> • Promote equality and diversity by treating people fairly and ensuring involvement opportunities are accessible to everyone
Last View Date Review	<ul style="list-style-type: none"> • The last review of the terms of reference took place 2023 • To review the terms of reference on an annual basis to ensure it is still applicable and accurate