

~~Housing Liaison Board~~Tenant Participation Review and Development Group

Terms of Reference

Name	<u>Housing Liaison Board (HLB)</u> Tenant Participation Review and Development Group
Purpose	<ul style="list-style-type: none"> • To review and develop tenant engagement in line with Legislation, Regulator for Social Housing Consumer Standards and the Tenant National Engagement Standards. (TPAS) • To raise awareness of tenant engagement within the council. • To promote and support tenant involvement. • To review proposed policy/strategy changes ensuring tenant involvement during development and prior to formal Council approval. • To monitor the delivery of recommendations made as a result of Challenge and Change reviews. • To review service performance and complaints data, as required, and provide recommendations for improvement where necessary.
Key Aims	<ul style="list-style-type: none"> • To strengthen and develop the way we communicate with tenants. • To make tenant engagement an integral part of the housing service. • To use tenant feedback to drive continuous improvement of the housing service by listening to what tenants tell us and making changes. • To increase the opportunity for tenant involvement and keep tenants informed. • To ensure tenants are aware of our services and how to challenge them.
Membership	<ul style="list-style-type: none"> • Membership of the group will be made up from 5 Councillors (including the Portfolio Holder for Housing as Chair), 5 selected tenants and <u>a combination of 5</u> -Officers from the Council and Dragonfly Management (wholly

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	<p>owned company who deliver the housing repairs and maintenance service)</p> <ul style="list-style-type: none"> • 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. <p><u>Council officers</u> Assistant Director Housing Management & Enforcement Housing Services Manager <u>Housing Performance Manager</u> Housing Strategy and Development Officer Tenant Engagement Officer Contract Administrator</p> <p><u>Dragonfly Management Ltd</u> Director of Property & Construction Head of Property (Repairs and Maintenance) Head of Property Services Senior Repairs Co-ordinator</p> <p><u>Other officers may attend for the purpose of presenting reports to the Board.</u></p> <p>The <u>HLBTPRDG</u> reserves the right to invite/co-opt other tenants to assist with activities as appropriate.</p>
Meetings	<ul style="list-style-type: none"> • Meetings will be 4 times per year with additional meetings being called with the agreement from the <u>Boardgroup</u>. • 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 reach any decision there should at least 4 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"> • 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.

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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 <u>July 2024.2023</u> To review the terms of reference on an annual basis to ensure it is still applicable and accurate.