

Housing Liaison Board Terms of Reference

Name	Housing Liaison Board (HLB)
Purpose	• 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	• 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	• Membership of the group will be made up from 5 Councillors (including the Portfolio Holder for Housing as Chair), 5 selected tenants and a combination of 5-6 10 Officers from the Council <u>and Dragonfly Management (wholly owned company who deliver the housing repairs and maintenance service)</u>

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	• 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>Council officers</u> Assistant Director Housing Management Head of Housing ousing Services Manager Head of Property (Repairs and Maintenance) Housing Performance Manager Housing Strategy and Development Officer Tenant Engagement Officer Contract Administrator <u>Dragonfly Management Ltd</u> Director of Property & Construction Head of Property (Repairs and Maintenance) Head of Property Services Senior Repairs Co-ordinator Other officers may attend for the purpose of presenting reports to the Board. The HLB reserves the right to invite/co-opt other tenants to assist with activities as appropriate.
Meetings	• Meetings will be 4 times per year with additional meetings being called with the agreement from the Board. • 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 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	• 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	• Promote equality and diversity by treating people fairly and ensuring involvement opportunities are accessible to everyone.
Last View Date Review	• The last review of the terms of reference took place <u>October 2025</u>. <u>July 2026</u> • To review the terms of reference on an annual basis to ensure it is still applicable and accurate.