

Housing Management Assurance and Advisory Board Draft Terms of reference

Introduction and purpose

The council has established a Housing Management Assurance and Advisory Board to oversee the activities of the landlord service.

The Board's focus is to offer challenge and gain assurance that the council is listening to customers, delivering high quality services, and is compliant with its regulatory responsibilities as a social housing landlord.

Membership and appointment

The board will comprise the following members:

- four tenants/leaseholders, selected by a panel comprising the strategic director, lead officer for tenant participation, a representative of a recognised independent tenant participation organisation and other Borough council officers if deemed appropriate by the strategic director, appointed for a period of three years providing the person continues to be a tenant/leaseholder;
- three borough councillors, who must not be cabinet members or cabinet support members, appointed annually on the basis of political balance;
- one person who is independent of the council, selected by a panel comprising the strategic director, lead officer for tenant participation, two representatives from the Charnwood Housing Residents Forum and other borough council officers if deemed appropriate by the strategic director, appointed for a period of three years and confirmed annually by the board.

Any member can resign from the board by giving notice to the strategic director. Appointments to vacancies will be made in the same way as the original appointment and will be for the remainder of the resigning member's term of office.

All members will make a declaration at each meeting if they have an interest in any item of business on the agenda which would affect them more than tenants or residents of the ward(s) affected generally.

Chair and vice-chair

The chair of the Housing Management Assurance and Advisory Board will be appointed annually by the board from among the tenant/leaseholder members. The board may appoint a vice-chair from among its members.

Where appropriate the chair will act as spokesperson for the board.

Frequency and notice of meetings

Meetings will take place every two months and notice of and an agenda for each meeting will be sent to every member of the board by the council at least five clear working days before the meeting.

The board will agree a programme of meetings for the forthcoming year annually. The programme of meetings can be varied by the council with the agreement of the Chair.

Quorum

The quorum for meetings of the board will be five members, at least two of whom must be tenants/leaseholders.

Decisions of the board and minutes of meetings

Any issues before the board will be decided on the basis of a majority of the members and co-opted members present and voting.

Minutes of board meetings will be taken by the council and submitted to the next meeting of the board for approval as a correct record. Except where they would disclose exempt or confidential information, the council will publish the minutes of board meetings on its website.

Functions of the board

The Board will have oversight of all relevant matters relating to regulatory assurance and the council's landlord functions.

This will include:

- Monitoring compliance with the consumer standards in the Regulatory Framework
- Reviewing high-level performance including the Tenant Satisfaction Measures
- Monitoring that value for money is achieved in service delivery
- Scrutinising and providing challenge as part of delivering co-regulation of the housing landlord service
- Oversight of customer feedback, complaints management and tracking how learning from complaints is improving services
- Reviewing the HRA budget and the housing investment programme
- Reviewing the Landlord Service Annual Service Plan and key projects
- Reviewing risk and risk management arrangements
- Reviewing draft reports on key decisions to be taken by the Cabinet or Council
- Being consulted on and advising the Director/Heads of Service on key changes to strategy, key policies, significant service changes and development proposals
- Maintaining an overview of the development and effectiveness of customer engagement and assurance that the customer voice is

Where those reports relate to items which will be submitted to the council's cabinet, the comments and recommendations of the board will be submitted to cabinet with the officer report. The chair or vice-chair of the board will have the right to address cabinet to present the board's comments and recommendations.

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