

Shropshire Rural Housing Association



TERMS OF REFERENCE

TENANT MATTERS COMMITTEE



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Tenant Matters Committee

1. GENERAL

- 1.1 The principal purpose of the Committee is to oversee how the Association provides tenancy and housing management services ensuring tenants have opportunities to influence and inform those services.
- 1.2 The principal functions of the Committee are to oversee the following areas of the Association's activity: (See also Section 5)
 - allocations and lettings,
 - void management,
 - rents and service charges collection,
 - repairs, maintenance and asset management (including health and safety),
 - tenancy management,
 - neighbourhood management
 - tenant engagement and participation
 - Complaints

The Committee shall have the responsibility for policy formation, monitoring performance and making recommendations to Board for these areas of activity.

- 1.3 The Committee is responsible for conducting its business within the rules of the Association and in accordance with any written instructions imposed by the Board.
- 1.4 The Committee will ensure tenants are able to inform and participate in discussion and influence their decision making,

2. MEMBERSHIP

- 2.1 Membership of the Committee shall consist of: the Chair who shall be appointed by the Board, a Vice-Chair (appointed by the Committee), and such other persons as shall from time to time

be determined by the Board. These members shall be bound by the provisions contained in the rules of the Association.

- 2.2 Membership of the Committee shall comprise not less than six members appointed by the Board.
- 2.3 Social housing tenants and people with a lived experience of social housing will be encouraged to join the Committee.
- 2.4 Each member shall be a member of Shropshire Rural Housing Association Ltd.
- 2.5 Membership of the Committee shall be confirmed each year by the Board at its first meeting following the Annual General Meeting.
- 2.6 All new appointments to the Committee shall be recommended through the Committee and shall be approved by the Board.
- 2.7 Members shall be bound by the provisions contained in the rules of the Association and the NHF Code of Governance 2020, or any future Code of Governance adopted by the Association, including any provisions relating to the length of term of committee and Board members.
- 2.8 All Committee members are expected to annually sign a Declaration of Interest and comply with the Code of Conduct.
- 2.9 All Committee members are expected to annually sign a declaration confirming they do not place the Association in breach of the Rules.
- 2.10 All Committee members are expected to participate positively and constructively in an annual appraisal.
- 2.11 Any member of the Committee absent for three consecutive meetings without special leave of absence will automatically lose his/her place on the Committee.
- 2.12 Each member shall have one vote on a motion. In the case of a tied vote the Chair of the Committee may cast the deciding vote. All issues shall be decided by a straight majority.
- 2.13 The Board retains the power to terminate the appointment of any member of the Committee after consultation with other members of the Committee.
- 2.14 The Committee has the power to co-opt members as required, subject to Board approval , on terms as it wishes to decide and that no more than two co-optees to be on the Committee at any one time.

3. CHAIR AND VICE-CHAIR

- 3.1 The Chair of the Committee will be appointed by the Board at the first Board meeting held after the AGM. The Chair will be responsible for leading the Committee and ensuring its effectiveness.
- 3.2 The Vice-Chair will be appointed by the Committee from within its membership at its first meeting following the AGM. The Vice-Chair will be responsible for leading the Committee and ensuring its effectiveness in the Chair's absence.
- 3.3 These positions will each be appointed for a term of three years and each position can only be held by the same person for two terms (6 years). The three year terms do not need to be consecutive. After two terms, they must retire and new appointments must be made. The retiring Chair or Vice-Chair may continue to sit on the Committee as an ordinary voting member.
- 3.4 The Chair of the Committee will also be a member of the Board.
- 3.5 In the event of a vacancy arising prior to an Annual General Meeting, the Board shall appoint a Committee member to the Chair as an interim arrangement until the first Board meeting after the Annual General Meeting.

4. MEETINGS

- 4.1 Three members of the Committee who are present and voting shall constitute a quorum for meetings.
- 4.2 In addition to committee members the Chief Executive will also be in attendance with the Minute Taker. Other relevant staff will attend as required. In the absence of the Chief Executive, the Finance Director will deputise.
- 4.3 The agenda for each meeting will be agreed between the Chair of the Committee and Chief Executive or Finance Director in advance and papers for the meeting sent to all Committee members and relevant staff, one week before the meeting.
- 4.4 The Committee shall normally meet not less than four times a year, or at such intervals as may be determined to undertake necessary business.
- 4.5 A report of the Committee shall be submitted to the Board at quarterly intervals.
- 4.6 Minutes shall be formally approved by the Committee at its next meeting.
- 4.7 Urgent decisions between meetings can be made by electronic communication to all Committee members by majority vote.
- 4.8 Committee members are required to declare any potential conflicts of interest at the start of each meeting, and will be expected to withdraw from the discussion and decisions on any relevant matters.

5. PRINCIPAL FUNCTIONS

- 5.1 Monitoring performance and agreeing appropriate actions within the context of agreed policies, budgets and KPI's, falling within the responsibility of the Committee including:
 - 5.1.1 Repairs response times
 - 5.1.2 Voids
 - 5.1.3 Rent Arrears
 - 5.1.4 Tenant Satisfaction
 - 5.1.5 Building Safety and Asset Management
- 5.2 Approving submissions for major repairs and cyclical maintenance and to monitor performance of any such programmes.
- 5.3 Maintaining a list of approved maintenance contractors
- 5.4 Monitoring overall expenditure on repairs and maintenance against the budget
- 5.5 Monitoring income recovery from rent and service charges
- 5.6 Scrutiny and review of actions taken in respect of tenancy breaches, including non-payment of rent in accordance with the Association's Rent Arrears Policy.
- 5.7 Approval to apply for a warrant for eviction or bailiff action in accordance with approved tenancy management policies.
- 5.8 Investigating and reviewing complaints in accordance with the agreed complaints policy.
- 5.9 Scrutiny and review of all policies falling within the responsibility of the Committee prior to submission to the Board for approval.
- 5.10 Reviewing, monitoring and making recommendations to Board in respect of tenant satisfaction.
- 5.11 Overseeing, reviewing and monitoring tenant engagement, feedback and participation.
- 5.12 Ensuring tenants have opportunities to influence the housing services provided, and that the tenant voice is heard throughout the Association.
- 5.13 Reviewing the Association's tenancy agreements; ensuring compliance where appropriate with relevant legislation and regulatory requirements
- 5.14 Monitoring health and safety in relation to the Association's housing stock and service delivery.

6. REPORTING TO BOARD

- 6.1 Report to the Board on the exercise of the delegated powers and make recommendations to Board on matters falling within the principal function of the Committee.

7. POWERS DELEGATED TO OFFICERS

The exercise by officers of the following delegated powers is to be reported in retrospect to the Committee:

- 7.1 Approval of tender lists for repairs, maintenance and improvements.
- 7.2 Approval of tender reports, subject to related works being within approved budgets.
- 7.3 Tenants served with a Notice of Intention to Seek Possession or other formal legal proceedings.