

TENANT & LANDLORD PANEL- TERMS OF REFERENCE

Purpose

To provide an effective and challenging governance and scrutiny framework for tenants.

To provide a safe forum for tenants to provide constructive feedback to help review and challenge organisational performance in relation to Property, Landlord, Housing Management, neighbourhood services and agency partnerships.

To provide a safe and responsive environment for tenants to help identify options for service improvements and efficiencies related to Property, Landlord, and Housing Management and neighbourhood services.

Role and Function

The Tenant and Landlord Panel will report to the Senior Leadership Team and Board through the Board chair and the Executive Director of Group Operations and Customer Experience.

The panel will be responsible for scrutinising performance in relation to:

- Repairs
- Voids
- Compliance
- Evictions
- Antisocial Behaviour
- Rental income collection

As well as satisfaction in relation to:

- Repairs & maintenance
- Property, housing, and landlord complaints

Frequency

The Tenant & Landlord Panel Group should meet as a minimum three times per year on a quarterly basis.

Minimum Number Needed

As a minimum, the Chair (or their delegated deputy) and four members or 50%, whichever is the lessor, of the Tenant Representatives must be present for the meeting to run.

Membership & Oversight

Core Members	Role
Board Member	Chair
Tenant Representatives	Members
Executive Director of Group Operations and Customer Experience	Exec/Customer Lead
Head of Co-Production & Customer Insight	Performance Reports Tenant Support
Director of Housing and Customer Services	Housing Lead
Co-Production Officer	Tenant Support (when required)
Executive Personal Assistant	Minutes
Co-Production Officer	Tenant Support (when required)
Contributors & Attendees - As and When Required	
Head of Housing	Contributor
Head of Repairs	Contributor
Head of Customer Services	Contributor
Customer Service Manager	Contributor
Head of Compliance	Contributor
Executive Director of Asset and Property	Contributor

Input

- Performance data
- Reports will be presented in easy read formats where requested.
- Presentations from Contributors
- Pre-meet Customer Briefings (the week prior to meeting)

Outputs

- Update report to Senior Leadership Team & Board
- Action log to be maintained.
- Customer Magazine – updates and outcomes from the meeting.