



## **Linthouse Housing Association Residents Panel Terms of Reference**

### **1. Purpose**

The Residents Panel (RP) provides an independent, customer focused, advisory and consultative role to Linthouse Housing Association, and will at times robustly challenge policy and practice as a 'critical friend' as stated within the aims and objectives of the tenants panel in the agreed terms of reference outlined below.

As part of our adherence to the Scottish Social Housing Charter, Linthouse Housing Association (LHA) is committed to greater involvement of tenants and residents in decision making and scrutiny of service delivery that will lead to greater customer satisfaction.

The RP will play a critical role in ensuring that services are delivered to the highest standards. The RP will be a tenant led, self-regulation group, and will carry out its scrutiny role by having access to staff and Management Committee members of Linthouse Housing Association to request information and challenge performance where appropriate.

The panel will present to the Management Committee the customers' viewpoint regarding services and how those services are performing.

These terms of reference set out how the RP and LHA will work together to improve services.

### **2. Mission**

We the Linthouse (RP) Tenant Panel are committed to working in partnership with LHA to help improve services for tenants and residents and improve customer satisfaction.

### **3. Vision**

Our vision is that all tenants and residents see LHA as their landlord of choice because of the high quality of customer service they receive, and the quality of their homes and environments.

### **4. Responsibilities and functions of the Tenant Panel**

The RP consider that the following 4 objectives will ensure that the vision is achievable:

- Provide independent assurance to customers and the board on the quality of service delivery against Key Performance Indicators (KPI's) and the agreed Scottish Housing Regulators' required standards.
- Scrutinise any customer service provided by LHA and to act as a "critical friend" on behalf of LHA's tenants and residents providing "challenge" to the Association in relation to its service delivery.
- To report to Management Committee on a regular basis making recommendations where necessary to deliver improvements in services.
- To provide an opportunity for LHA customers to be directly involved in scrutinising services and monitoring and delivering improvements. Thus ensuring that customers have a say in the services that are provided and the way that they are provided, within affordability levels of the Association; its tenants and residents.

### **5. Values**

In meeting these 4 objectives the RP will work in a professional, open, honest and trustworthy manner that shows respect for all, regardless of ethnic or national origins, disability, gender, marital status, age, sexual orientation, religion, economic circumstance or educational attainment.

### **6. Membership**

- The panel will be made up of up to 12 tenants or residents of LHA, together with other persons where the RP so decides.
- Applicants must:  
  
Be a current tenant, resident, leaseholder, or receive housing management services from LHA

Be willing to undergo Tenant Panel training provided by LHA in order to have the skills required to carry out their role effectively

Be able to show that they are committed to the values of the Panel (see Item 5 above)

- Tenant Panel members cannot be Management Committee members of LHA or any other Registered Social Landlord (RSL) concurrently but may apply for Management Committee vacancies at Linthouse Housing Association and if successful must stand down from the tenant panel.
- Members who do not adhere to the code of conduct and/or membership criteria will have their membership terminated.
- Applicants for membership of the Tenants Panel cannot be:

Management Committee members of LHA and they are prohibited from applying within 12 months of their committee membership terminating

- Members will be asked to sign and adhere to both LHA's Code of Conduct for Tenant Panels members and LHA's Confidentiality Statement.

## **7 . Meetings Information**

- The panel will consist of a group of tenants and residents up to a maximum of 12. The quorum will be 50% of the registered panel members at that time.
- An annual programme will be agreed by the Tenant Panel at the beginning of each calendar year and will include a minimum of four meetings throughout the year.
- The Chair/Vice Chair of the Tenant Panel will be required to attend and report to a minimum of two committee meetings during the year.
- Members who are unable to attend a meeting for acceptable reasons should contact the Chair or Vice Chair and if possible put forward any views or comments prior to the meeting.
- Minutes of all meetings will be taken and kept with a copy being circulated to the Committee and published on the LHA website.

- LHA will clearly identify at the start of panel meetings any items deemed to be confidential or business sensitive.
- Panel members are expected to declare at the start of meetings any interest relating to the business of the meeting that might affect their impartiality.
- The Tenant Panel shall periodically (and as a minimum every two years) review these Terms of Reference and make recommendations for amendment. All recommendations will be agreed in consultation with the Chief Executive Officer and the Management Committee.