



**THE COMMUNITY
HOUSING GROUP**

The Community Housing Group

**Sample
Tenant Scrutiny
Committee
&
Customer Inspector
recruitment pack**

Gill Smith - Tenant Involvement Manager

Community House | Stourport Road | Kidderminster | Worcestershire | DY11 7QE
Tel: 01562 733037 | Email: gill.smith@communityhg.com

Ref: GS/TSP

Date: 25/02/2013

Dear

Tenant Scrutiny Panel-Recruitment

We are currently recruiting new members onto the Tenant Scrutiny Panel. The Panel was established in 2008 and has carried out a number of successful scrutiny reviews across the organisation.

The Panel is tenant led and its role within The Community Housing Group is to:

- Examine and review delivery of services provided to tenants, shared owners and leaseholders
- Monitor how The Community Housing Group is performing against its policies, procedures, service standards
- Support the development of customer led and customer focused services

The Panel works closely with senior managers and with a team of customer inspectors who carry out tasks to support scrutiny activities.

If you are interested in joining the Panel please complete the attached expression of interest form.

If you would like to know more about the Panel or other resident involvement opportunities, please contact the Tenant Involvement Team 01562 733121.

Regards



Gill Smith
Tenant Involvement Manager



CUSTOMER SCRUTINY PANEL



Expression of interest

Reason for wishing to participate on the Panel

NAME.....

ADDRESS.....

EMAIL.....

PHONE.....

**THE COMMUNITY HOUSING GROUP
ROLE DESCRIPTION**

| | |
|--|---|
| <p>Post Title: Chair of the Tenant Scrutiny Committee</p> | <p>Position: Voluntary</p> |
| <p>Allowances: Those outlined in the Board/Committee member Allowances/Expenses Policy</p> | <p>Hours: Approximately 10 hours per month</p> |
| <p>Purpose of Role:</p> <p>The Chair of the Scrutiny Committee is responsible for the effective running of the Committees meetings; ensuring meetings are focused on the core business/agenda, reach clear decisions, all members contribute of the work of the Committee and conducted in a professional and timely manner.</p> <p>Between meetings of the Committee, the Chair will work with the Resident Involvement Manager to set agendas, approve draft minutes and where required represent and report on the work of the Committee to Boards of The Community Housing Group and outside bodies.</p> | |
| <p>Reporting Relationships</p> <p>The Chair will approve and present reports of the work of the Scrutiny Committee to</p> <ul style="list-style-type: none"> • TCHG Audit Committee • Central Tenants Forum • Resident Involvement Formal Structure | |
| <p>Responsibilities:</p> <ul style="list-style-type: none"> • To represent the Tenant Scrutiny Committee, present their reports and views and speak on their behalf. • Chair meetings of the Scrutiny Committee co-ordinate its work, ensuring that all its business is conducted in line with the Committees purpose, aims and objectives and take a lead role in its work. • Ensure appropriate standards of behaviour are maintained and all members, including the chair, work within the remit of the Committees Terms of Reference and Code of Conduct. • Encourage Committee members to challenge and scrutinise The Community Housing Groups Tenant services. • Encourage members to develop their skills and knowledge to ensure that the Committee is appropriately skilled, trained, well balanced and representative. • Promote the work of the Committee, champion its activities, and encourage all tenants | |

to get involved regardless of age, gender, marital status, religion, race, colour, ethnic or national origins, sexuality, ability/disability.

- In the event of an emergency, and in consultation with the Vice Chair, to make decisions on behalf of the Tenant Scrutiny Committee.
- All disciplinary procedures shall be addressed in line with the Tenant Scrutiny Committee Terms of Reference and Code of Conduct.
- Work with the Resident Involvement Manager to explore initiatives to promote successful recruitment of new Committee members.
- With the Resident Involvement Manager and other nominated member of the Tenant Scrutiny Committee, carry out formal interviews to recruit onto new members.
- With the Resident Involvement Manager carry out annual appraisals of each Committee Member.

Meetings:

- Ensure that all the business is dealt with efficiently, and ensure that all members have a chance to comment before any decisions are made and recorded.
- To maintain an impartial balance and ensure that a consensus is reached to progress Scrutiny Committee business.
- The Chair can delegate tasks to other members of the Scrutiny Committee as appropriate

Expenses will be reimbursed for the following

Those outlined in:

- Board/Committee member Allowances/Expenses Policy Any expenses Policy
- Code of Conduct for Board and Committee members

**THE COMMUNITY HOUSING GROUP
ROLE DESCRIPTION**

| | |
|--|------------------|
| Post Title: Tenant Scrutiny Committee Member | Voluntary |
| Purpose of Role: <ul style="list-style-type: none"> • To work constructively with other Tenant Scrutiny Committee Members, tenants, Customer Inspectors, and staff to ensure scrutiny is effectively led and delivered within The Community Housing Group. | |
| Reporting Relationships: <ul style="list-style-type: none"> • Chairman of the Tenant Scrutiny Committee • Resident involvement structure (as appropriate) • The Community Housing Group Audit Committee • Central Tenants Forum | |
| Responsibilities: <ul style="list-style-type: none"> • Scrutinise services, identifying and prioritising areas for review • Consider performance information, satisfaction data and complaints feedback. • Undertake necessary training and development to strengthen contribution to the Committee. • In conjunction with the Chairman and support staff, ensure the Committee complies with its own Terms of Reference and relevant Code of Conduct. • Adhere to The Community Housing Groups Equality and Diversity policy. | |
| Expectations: <ul style="list-style-type: none"> • The ability to work as part of a Team • Be able to contribute effectively in the Committees debate and decision making • Have good communication skills • Be able to express views clearly and effectively in a formal meeting setting. • Be able to Challenge constructively, whilst respecting the roles, views and feelings of others. | |
| Expenses will be reimbursed for the following <ul style="list-style-type: none"> • Travel in relation to this role • Costs incurred for child care and carers in accordance with The Community Housing Groups policy | |

**THE COMMUNITY HOUSING GROUP
ROLE DESCRIPTION**

| | |
|--|--|
| Post Title: Vice Chair of the Tenant Scrutiny Committee | Position: Voluntary |
| Allowances: Those outlined in the Board/Committee member Allowances/Expenses Policy | Hours: Approximately 10 hours per month |
| <p>Purpose of Role:</p> <p>The Vice Chair of the Scrutiny Committee is responsible for the effective running of the Committees meetings; ensuring meetings are focused on the core business/agenda, reach clear decisions, all members contribute of the work of the Committee and conducted in a professional and timely manner.</p> <p>Between meetings of the Committee, the Chair will work with the Resident Involvement Manager to set agendas, approve draft minutes and where required represent and report on the work of the Committee to Boards of The Community Housing Group and outside bodies.</p> | |
| <p>Reporting Relationships</p> <p>The Chair will approve and present reports of the work of the Scrutiny Committee to</p> <ul style="list-style-type: none"> • TCHG Audit Committee • Central Tenants Forum • Resident Involvement Formal Structure | |
| <p>Responsibilities:</p> <ul style="list-style-type: none"> • To represent the Tenant Scrutiny Committee, present their reports and views and speak on their behalf. • Chair meetings of the Scrutiny Committee co-ordinate its work, ensuring that all its business is conducted in line with the Committees purpose, aims and objectives and take a lead role in its work. • Ensure appropriate standards of behaviour are maintained and all members, including the chair, work within the remit of the Committees Terms of Reference and Code of Conduct. • Encourage Committee members to challenge and scrutinise The Community Housing Groups Tenant services. • Encourage members to develop their skills and knowledge to ensure that the Committee is appropriately skilled, trained, well balanced and representative. • Promote the work of the Committee, champion its activities, and encourage all tenants to get involved regardless of age, gender, marital status, religion, race, colour, ethnic or national origins, sexuality, ability/disability. | |

- In the event of an emergency, and in consultation with the Vice Chair, to make decisions on behalf of the Tenant Scrutiny Committee.
- All disciplinary procedures shall be addressed in line with the Tenant Scrutiny Committee Terms of Reference and Code of Conduct.
- Work with the Resident Involvement Manager to explore initiatives to promote successful recruitment of new Committee members.
- With the Resident Involvement Manager and other nominated member of the Tenant Scrutiny Committee, carry out formal interviews to recruit onto new members.
- With the Resident Involvement Manager carry out annual appraisals of each Committee Member.

Meetings:

- Ensure that all the business is dealt with efficiently, and ensure that all members have a chance to comment before any decisions are made and recorded.
- To maintain an impartial balance and ensure that a consensus is reached to progress Scrutiny Committee business.
- The Chair can delegate tasks to other members of the Scrutiny Committee as appropriate

Expenses will be reimbursed for the following

Those outlined in:

- Board/Committee member Allowances/Expenses Policy Any expenses Policy
- Code of Conduct for Board and Committee members