

Terms of Reference – Tenants’ Panel (“the Panel”)

Number of Members	<p>Comprise no more than 17 members being:</p> <ul style="list-style-type: none"> Up to 14 full members (Voting rights) Up to 3 Co-Opted members (Members who bring skills or attributes to the Panel. No voting rights)
Membership	<p>Any tenant of The Wrekin Housing Group (“the Group”). With the exception of leaseholders.</p> <p>Recruitment to the Panel will be an open and transparent process agreed by the Panel, which will be reviewed periodically. Details will be held in the Resident Involvement Handbook.</p>
Who can’t become or continue to be a member	<p>Automatically:-</p> <ul style="list-style-type: none"> Tenants who are elected to office as a Parish, Borough or County Councillor or Member of Parliament. In the case of joint tenants, no more than one person resident at a property may be selected as a Representative. A tenant who is or becomes a member of the Customer Assurance Panel. A tenant who refuses to sign or adhere to the National Housing Federation (NHF) Code of Conduct, which is adopted by the Group or any relevant codes of conduct, confidentiality and GDPR agreements. They cease to be a tenant. They become the subject of an order of any court relating to any breach of their tenancy. They have failed to attend three consecutive meetings of the Panel without prior notice of a recognised reason. Tenants who have served the maximum term allowable and are not yet eligible to return.
Removal of members by the Tenants’ Panel	<p>The Tenants’ Panel may remove a member in the following circumstances.</p> <ul style="list-style-type: none"> Breaches of any Codes of Conduct that are relevant at that time. Use or abuse their position as a Panel member for the purposes of material or political gain for themselves individually or a political party, or against another individual. They knowingly breach the Group’s confidentiality or GDPR requirements. Bring the Tenants’ Panel or the Group into disrepute. The Right of Veto:- The Head of Continuous Improvement can over-ride any decision of the Panel to, or not to remove, a Panel member. A member who is removed by the Tenants’ Panel shall not be eligible to return.

	<p>The Disciplinary process and the process of removal is held in the Resident Involvement Handbook. A decision to remove a member from the Panel can be taken at a quorate meeting by a simple majority with the Chair having the casting vote. If the Chair is the member being voted on, the casting vote goes to the Vice Chair. The Head of Continuous Improvement or their representative will act as an adjudicator on this process.</p>
Termination membership by a Tenants' Panel Member	<ul style="list-style-type: none"> • A member wishing to resign may do so in writing to the Chair of the Tenants' Panel. • A resignation given verbally at a Tenants' Panel meeting or to the Chair of the Panel will be taken as an official resignation. If the member wants to retract their resignation a discussion can take place with the Head of Continuous Improvement, the Chair and Vice Chair to agree whether the tenant can withdraw their resignation. • A member who has resigned either verbally or in writing will be unable to apply to re-join the Panel during their original term or office, unless it is agreed by a simple majority at a quorate Tenants' Panel meeting.
Terms of office	<ul style="list-style-type: none"> • Full members will stand for a 3 year term of office, after which they can stand for re-election. • The maximum term of office will be 9 years. (3x3) and will follow the relevant NHF Code of Governance recommendations for the final term of 3 years. • After standing down following 9 years a member can re-stand after 1 term of office (3 years). • The Panel may co-opt any tenant who is considering applying for full membership to the Panel, for up to 12 months, prior to completing the selection process for full membership.
Quorum	<p>The quorum for a meeting of the Tenants' Panel is five voting members.</p>
Frequency of meetings	<p>There will be a minimum of 10 Tenants' Panel meetings a year. Additional meetings will be called as necessary. Meetings can be digital or face to face.</p> <p>An Annual Review Meeting will take place every 12 months or as soon as possible following the expiry of the twelve month period since the last Annual Review Meeting.</p>
Appointment of members	<p>Tenants' Panel members will be selected through an agreed selection process, set out in the Resident Involvement Handbook, as and when vacancies arise.</p>
Tenants' Panel Officers	<p>The positions will be Chair, Vice Chair and Secretary. The positions will be elected to every 12 months at the Annual Review Meeting by a simple majority of the Panel or when vacancies arise.</p> <p>Where there is no majority the Head of Continuous Improvement or their representative will hold the casting vote.</p>

Group Director	Executive Director of Business Solutions; The Wrekin Housing Group
Supporting Senior Officer	Head of Continuous Improvement, The Wrekin Housing Group
Reporting	Minutes of the Panel, once approved by the Panel, will be submitted to the Head of Continuous Improvement and placed on the Wrekin Housing Group website, or available on request in hard copy.
Accountability	Executive Director of Business Solutions.

Purpose

The Tenants' Panel at The Wrekin Housing Group will be advocates for the wider tenant body in the design and delivery of services to tenants, residents of the Group.

Specific Tenants' Panel responsibilities

Policy & Strategy

- To be central to the operational policy and strategy formulation, review and delivery processes, providing Tenant Read certificates prior to approval by the Executive Management Group or the Board.
- To ensure that the wider tenant body's views are taken into account within the policy and strategy processes.

Resident Involvement

- To help the Group's management and Board to understand the needs and wishes of tenants generally as they change over time.
- To promote a two way exchange of views and information between tenants, residents and service users, the Board and senior management, independently and through the Customer Voice Panel, as members.

Customer Information

- To ensure that information provided to tenant, residents and service users published by the Group is comprehensible and:-
 - Written in Plain English with translations of key documents made available in other languages as appropriate to the needs of the significant minority local communities.
 - That key documents are also provided in other formats such as large print, video or audio versions to maximise accessibility.

Performance Monitoring

- To monitor operational performance against agreed performance indicators.

Advocacy

- To act as advocates for individuals and the wider tenant body.



The Wrekin
Housing Group