

TENANT SERVICES MANAGEMENT BOARD – 22nd MAY 2012

AGENDA ITEM 6

ROLE OF THE TENANT SERVICES MANAGEMENT BOARD

ROLE OF BOARD MEMBER

- To represent the tenants of Taunton Deane Borough Council to raise the standards of the Housing Service.
- To work with officers of the Council to agree acceptable and realistic standards of service in the borough.
- To scrutinise how well Housing Services is doing

THE NEW ERA

- Social Housing has entered a new era:
 - Self financing
 - Housing Revenue Account Business Plan 2012 – 2042
 - No government department having the responsibility of inspecting housing services – no Audit Commission – no Tenant Services Authority
 - Co-regulation

EXAMPLES OF WORK THE BOARD HAS DONE

- Shape the HRA Business Plan 2012 – 2042
 - Regular reports on the development of plan, opportunities to feed in views
 - Key role in monitoring the actual delivery of the plan
- *Key priorities identified by the TSMB include:*
- Managing the impact of housing benefit changes
- Future investment standard to include a focus on tackling fuel poverty
- Service improvement focussed on improving the process of delivering disabled aids and adaptations and the standard of properties at relet.
- Opportunities for new build across the borough

EXAMPLES OF WORK THE BOARD HAS DONE continued.

- Approving new service standards in a variety of service areas including income management, anti-social behaviour, supported housing and estate management.
- Informing the Council's response to national government consultations on changes in housing policy
- DLO transformation – improving the way repairs and maintenance are delivered

THE BOARD....

- Should not discuss individual or estate specific complaints or issues unless they illustrate a matter of principle or concern which applies across the borough.
- Should not deal with neighbour or inter-personal disputes involving tenants. If a member is approached by a tenant and asked to take up their complaint or enquiry on their behalf, the member must refer them to the Council.
- will not be involved with day-to-day operational matters or matters of detailed service delivery.
- is non-party political.

RESPONSIBILITIES OF A BOARD MEMBER

- To act in the best interests of all Taunton Deane Borough Council tenants.
- Members are elected to represent the tenants of Taunton Deane as a whole, not individual tenants or groups of tenants.
- To contribute fully to meetings by preparing for meetings in advance, reading all relevant papers and attending training sessions and other events.
- To participate in decision making and abide by the decisions made by the board, even it is not the individual's personal point of view.

RESPONSIBILITIES OF A BOARD MEMBER

MEMBER continued

- To work as part of a team.
- Willingness to ask questions in order to fully understand the topic before making a decision
- The ability to look at the bigger picture, the service as a whole, when making a decision
- The confidence to express views as part of a group discussion
- To respect the confidentiality of information.

MEETINGS

- The board will meet monthly. The dates have been set for 2012 and have been advertised in the Annual Report to Tenants Calendar.
- Each member of the board shall be entitled to one vote.
- All decisions taken at meetings will be agreed by a simple majority vote of those members present. Voting shall be by a show of hands

MEETINGS CONTINUED

- No business shall be transacted at a meeting unless a quorum (minimum number) of members is present at the start of the meeting.
- The quorum is five voting members

ANNUAL GENERAL MEETING

- An Annual General Meeting will be held in April each year, or within 15 months of the previous AGM to:-
- Receive reports from the outgoing Chairperson on the board's activities during the year
- Elect Chairperson and Vice-chairperson if no election held that year
- Consider and vote on any resolutions put forward by tenants

TRAINING

- Training will be given to all board members to equip them with the skills and knowledge they need to make effective decisions

- Examples include attending events run by:
 - Association of Retained Council Housing (ARCH)
 - Tenant Participation Advisory Service (TPAS)
 - Chartered Institute of Housing (CIH)

BOARD MEMBER APPOINTMENT

- The period of appointment will be two years, with an eligibility of reappointment after two years.
- If elected and a board member's circumstances subsequently change that they then do not fit into the eligibility criteria they must declare this to the Chairperson of the board and membership will cease.
- Board members are not paid but will be reimbursed for expenses such as travel