



**WOKINGHAM  
BOROUGH COUNCIL**

## **TERMS OF REFERENCE FOR THE TENANT AND LANDLORD IMPROVEMENT PANEL**

### **Purpose**

To ensure continuous improvement within the Housing Service and to analyse and advise on strategic, budgetary and policy and procedure issues.

The Tenant and Landlord Improvement Panel are responsible for ensuring that appropriate working arrangements are in place to achieve continuous improvement.

### **Duties and responsibilities**

The Tenant and Landlord Improvement Panel must work within the context of Wokingham Borough Councils constitution.

### **The specific remit of the Tenant and Landlord Improvement Panel will be:**

- i. To oversee and analyse the Housing Service performance framework and to ensure regular reviews are undertaken;
- ii. To make recommendations to the Category Manager Housing Operations in respect of service delivery and improvement;
- iii. To ensure that the Housing Service continues to be developed with full Tenant and Member involvement and commitment;
- iv. To ensure TLIP receive strategic updates from Category Manager Housing Operations and Category Manager, Economic Prosperity and Place
- v. To resource an Involved Tenant member to attend the Affordable Housing Working Group and other strategic housing meetings within the Borough.

### **Meeting frequency**

The Tenant and Landlord Improvement Panel will arrange their own meeting dates in a way which will allow it to function to its full potential. It is suggested the panel meets monthly.

### **Membership**

The Tenant and Landlord Improvement Panel is free to select its own membership, however, the core group will be:

- Involved Tenants to sit on the panel. Tenants will be elected from each of the Working Groups (usually the Chairperson or the Vice Chairperson).
- One Councillor from each of the main parties represented on Wokingham Borough Council

- The Council's Executive Member(s) with Housing portfolio will have an open invite to attend
- Officers from Wokingham Borough Council to include the Category Manager Housing Operations, the Service Manager for Involvement and Improvement and other invited officers as required

The Tenant and Landlord Improvement Panel may co-opt additional members on to the panel. Co-optees must demonstrate an interest in affordable housing across the Borough. All co-optees must be formally elected on to the panel. At the Chairpersons discretion, this person may attend each panel meeting or may be requested to only attend certain meetings to provide feedback to the panel.

At the start of each calendar year, the Tenant and Landlord Improvement Panel will confirm the position of all current co-optees on the group.

Those who wish to attend outside the core group must inform the Chairperson that they want to attend and the reason why. The Chairperson may use their discretion if any other organisation wishes to attend to observe. They are not public meetings.

#### **Appointment of Chairperson and Vice Chairperson**

When required, the appointment of the Chairperson and Vice Chairperson will be held. . The Chairperson will only sit on the Tenant and Landlord Improvement Panel, not any other Involvement Group. The Chairperson may visit any other group at any time with agreement from the Chair of that Involvement Group. The Chairperson and Vice Chairperson will be in position for a maximum of 3 years plus 3 months (this will ensure that there is a hand over period between the old and new Chairperson and / or Vice Chairperson). These posts are not open to Councillors or staff.

#### **The Tenant and Landlord Improvement Panel Chairperson will make sure:**

- That the Tenant and Landlord Improvement Panel considers its contribution to cross-cutting issues within Wokingham Borough Council and associated strategies
- That the Tenant and Landlord Improvement Panel develops priorities, recommends interventions and employs an analytical approach to performance monitoring
- That the Category Manager Housing Operations provides progress, performance and improvement reports to the Tenant and Landlord Improvement Panel on an agreed basis
- There is effective liaison with the Council's Executive Member(s) with Housing portfolio, Leader of the Council and Chief Executive
- That minutes of the meeting are agreed and sent to the members of the Tenant and Landlord Improvement Panel within ten working days of the end of the meeting
- The Chair may take any urgent business if agreed outside of the meeting but should update the panel at the next available meeting.

#### **The Tenant and Landlord Improvement Panel Vice Chairperson will:**

- Act as Chairperson during periods of sickness, holiday or other unforeseen circumstances
- Represent the Tenant and Landlord Improvement Panel at meetings if the Chairperson is unable to attend

### **Election Process for the Chairperson – when election is due**

- All Involved Tenants will be invited to submit their self-nomination as Chairperson of the Tenant and Landlord Improvement Panel
- The candidates will be asked to submit some supporting details as to why they feel they would be a suitable candidate and also what they feel are the issues currently affecting housing
- All nominations will be collated by the Tenant and Leaseholder Involvement Team
- If there is only one candidate, this person will be notified and will be elected into position at the next Tenant and Landlord Improvement Panel
- In the event of there being more than one candidate, an election will take place
- Ballot papers will be distributed to all Involved Tenant Volunteers for them to cast their vote
- All votes will be counted and verified by the Tenant and Leaseholder Involvement Team
- The winner will be notified and duly elected at the next Tenant and Landlord Improvement Panel

### **Election Process for Vice Chairperson – when election is due**

- All Involved Tenant members of the Tenant and Landlord Improvement Panel will be invited to submit their self-nomination as Vice Chairperson of the Tenant and Landlord Improvement Panel
- The candidates will be asked to submit some supporting details as to why they feel they would be a suitable candidate
- All nominations will be collated by the Tenant and Leaseholder Involvement Team
- If there is only one candidate, this person and the Chairperson will be notified and then they will be elected into position at the next Tenant and Landlord Improvement Panel
- In the event of there being more than one candidate, an election will take place
- Ballot papers will be distributed to the tenant members of the Tenant and Landlord Improvement Panel for them to cast their vote
- All votes will be counted and verified by the Tenant and Leaseholder Involvement Team
- The winner and Chairperson will be notified and they will be duly elected at the next Tenant and Landlord Improvement Panel

In the event of the Chairperson stepping down, the Vice Chairperson will carry out the position on an interim basis until a new Chairperson is elected. If there is no Vice Chairperson, the Tenant and Landlord Improvement Panel is free to nominate an interim Chairperson from its current membership, until a new Chairperson is elected.

### **Responsibilities of the Tenant and Landlord Improvement Panel members**

Each person that attends is responsible for obtaining agreement from their own group to proposals/actions identified.

Members are responsible for reporting and communicating with the wider tenant / leaseholder / staff base, their own committees and boards regarding their work on the Tenant and Landlord Improvement Panel.

Tenant and Landlord Improvement Panel Terms of Reference: UNCLASSIFIED

Each person that attends must keep any official and sensitive information or material received whilst attending a Tenant and landlord Improvement Panel meeting confidential. This information may be from other Tenant and Landlord Improvement Panel members, or be contained within reports or minutes of meetings.

Involved Tenants, Officers and Members who are identified as a 'lead' for specific actions, will be accountable to the Tenant and Landlord Improvement Panel and the Chairperson of the Panel for progress which will be discussed at each meeting.

The Service Manager, Involvement and Improvement will be responsible for ensuring that any Officers who are required to complete an action have adequate notice and do so within the agreed timeframe.

### **Administration and support**

Administration and support of the Tenant and Landlord Improvement Panel will be undertaken by the Housing Service team at Wokingham Borough Council.

### **Agenda setting**

The Tenant and Landlord Improvement Panel will endeavour to set the next months agenda at each meeting. The Tenant and Landlord Improvement Panel may wish to arrange additional one-off meetings to discuss specific issues, but the focus for panel meetings must be to secure improved performance and delivery of its Housing Service priorities.

The papers will be circulated to all members of the Tenant and Landlord Improvement Panel at least 7 working days in advance of meetings.

### **Circulation of minutes**

Members of the Tenant and Landlord Improvement Panel  
Website  
Others as requested