

# Brighton & Hove Seaside Community Homes Tenant Panel: Terms of Reference

## 1. Background

- 1.1. Brighton & Hove Seaside Community Homes (Seaside Homes) welcomes and values the feedback and involvement of tenants to drive service improvements.
- 1.2. All current Seaside Homes tenants were invited to attend a meeting on 17<sup>th</sup> January 2023 to co-create an approach for how to best involve tenants in the governance and scrutiny of Seaside Homes. This Tenant Panel terms of reference is the outcome of that meeting.

## 2. Aims and Objectives

- 2.1. The aim of the Tenant Panel is to provide an opportunity for Seaside tenants to discuss and feedback on Seaside Homes' service delivery.
- 2.2. The feedback and insights from tenants will be used to drive service improvements and influence Seaside Homes' decision making.

## 3. Membership

- 3.1. As agreed by tenants at the 17<sup>th</sup> January 2023 meetings, all Tenant Panel meetings will be open to all current Seaside Homes tenants.
- 3.2. Tenants are members of the Panel for the duration of each Panel meeting they attend. Tenants are not under any obligation to attend every meeting.
- 3.3. Attendance will be dependent on adherence to the Code of Conduct.

## 4. Meetings

- 4.1. As agreed by tenants at the 17<sup>th</sup> January 2023 meeting:
  - 4.1.1. There will be four Tenant Panel meetings per year, held quarterly.
  - 4.1.2. Meetings will be held face-to-face.
  - 4.1.3. Seaside Homes staff will arrange and facilitate the Panel meetings, with opportunities for tenants to get involved with leading meetings.
- 4.2. Seaside Homes staff will publicise the Tenant Panel to tenants at least one month in advance of the meeting date.
- 4.3. Seaside Homes staff will take minutes of the Tenant Panel meetings and send these to Panel attendees after the meeting. Panel members will have the opportunity to request amendments to the minutes up until the next Panel meeting. Where no amendments are requested, the minutes will be assumed approved.
- 4.4. Tenants will be consulted on and involved in deciding the topic of future Panel Meetings.
- 4.5. Where a vote is necessary, every member present shall have one vote and every decision shall be made by a majority of votes. The result of any vote will be recorded in the minutes of the meeting.
- 4.6. At the beginning of each Panel meeting, the Panel will vote for one member present to act as Chair for the duration of the meeting. Where any vote during the meeting is split and a majority cannot be reached, the Chair will have the deciding vote.

## 5. Quorum

- 5.1. Tenant Panel meetings will require a minimum of three tenant attendees to conduct the business of the group.
- 5.2. Where fewer than three tenants attend a Panel meeting, it will be at the discretion of Seaside Homes staff whether to continue with the meeting, and whether to publish minutes and outcomes from the meeting.

## 6. Scrutiny

- 6.1. Tenant Panel members are able to request a topic for scrutiny review.
- 6.2. Where the meeting meets quorum and a majority of members vote for the requested scrutiny review, Seaside Homes staff will be obliged to agree the scrutiny review. Where the meeting does not meet quorum and/or a minority of the members present vote for the scrutiny review, agreeing the review will be at the discretion of Seaside Homes staff.
- 6.3. Scrutiny review will be completed through a task and finish model.
- 6.4. Learning and outcomes from scrutiny reviews will be reported back to the Tenant Panel by Seaside Homes staff and/or involved tenants.

## 7. Incentives

- 7.1. As agreed by tenants at the 17<sup>th</sup> January 2023 meeting, Seaside Homes will offer incentives to tenants to attend the Tenant Panel.
- 7.2. Seaside Homes will offer Tenant Panel members a £ shopping voucher for each Tenant Panel Meeting attended. This will be dependent on the tenant attending the full meeting.
- 7.3. Seaside Homes will offer Tenant Panel members free and funded training opportunities to support their involvement.
- 7.4. Seaside Homes will offer Tenant Panel members funded access to TPAS Connect, the digital community for involved residents.

## 8. Outcomes and Accountability

- 8.1. Seaside Homes will share publicly the learning and impact of Tenant Panel meetings in the Tenant Newsletter.
- 8.2. Seaside Homes will report on the outcomes of Tenant Panel meetings to the Seaside Homes Board of Trustees.

## 9. Financial & Administrative Support

- 9.1. Seaside Homes will arrange and resource room bookings for the Panel Meetings.
- 9.2. Seaside Homes will provide all requested and relevant information on Panel topics so that Members can make informed recommendations.
- 9.3. Seaside Homes will resource the incentives as outlined in section 5.
- 9.4. Seaside Homes will provide reasonable financial, administrative and practical assistance to support the meetings of the Tenants Panel. Seaside Homes staff will attend every Panel Meeting.

## 10. Review

- 10.1. Seaside Homes staff will consult with the Tenant Panel at least once every three years on the best way to involve tenants in the governance and scrutiny of the organisation.
- 10.2. The Tenant Panel will review the Terms of Reference at least once every three years.