



## Ongo Homes

### Leasehold Forum Terms of Reference

#### Purpose


- The Leasehold Forum has been established to maximise leaseholder involvement in, and to influence improvements to, the leasehold service.

#### Objectives

- To improve communications between Ongo Homes (OH) and leaseholders
- To agree consistent service standards for the leasehold service
- To influence the development of all policies that affect leaseholders
- To influence and monitor customer satisfaction surveys
- To monitor progress against the Leasehold Action Plan
- To ensure equality and diversity considerations are taken into account in all aspects of the leasehold service
- To ensure quality services are delivered to leaseholders
- To ensure a value for money leaseholder service

#### Communications

- Meeting Agendas will be made available via the Ongo Homes public website (ongoco.uk) no less than a week before each meeting.
- Minutes from meetings will:
  - Be sent out via email/post to all attendees
  - Be made available to all leaseholders via the website
  - Include dates of future meetings.

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- Key information from the meetings will be shared with Ongo Homes leaseholders at large via the Leaseholder Newsletter.

## **Membership**

Membership will be open to:

- Members of staff from the Home Ownership Team (Ongo Homes)
- All Ongo Homes Leaseholders

Other staff representatives from Ongo Homes or external organisations will be invited to attend meetings to work or advise on specific issues.

The quorum for meetings will be a minimum of five leaseholders and one Ongo Homes Officer/Manager.

## **Code of Conduct**

All members will sign the attendance sheet and conduct themselves with acceptable behaviour at all meetings in accordance with the Ongo Homes Volunteers Code of Conduct. The Code of Conduct can be found on the website and a copy will be made available at each meeting.

## **Frequency of meetings**

A minimum of two meetings of the Leasehold Forum will normally be held each year.

## **Management and co-ordination of meetings**

- The Home Ownership Officer/Manager will act as the lead officer to guide the direction and work of the Forum and to co-ordinate meeting cycles
- A member of staff from Ongo Homes will Chair the meetings

Adopted at meeting on: .....