



PROPERTY SERVICES PANEL - TERMS OF REFERENCE

Our Purpose

The Property Services Panel is a subgroup of Community Voice and has been established to maximise the engagement of people living in our homes, and to influence improvements to the Property service.

The panel will review standards, monitor performance and procedures to influence decision making, whilst taking into account value for money, regulatory requirements and agreed service standards.

The panel will aim to monitor progress on the organisations development programme and provide feedback regarding the design and specification used on new build programmes.

The panel will also help to raise awareness of Property Services function to Ongo tenants and stakeholders.

Terms of Reference

The Property Services Panel will ensure the following takes place:

1. **Communication**
To champion the work of all the service areas represented by the Property Services team within Ongo to all its stakeholders.
2. **Effective performance monitoring**
The panel will monitor the performance and that Property Services provides, agreeing solutions to ensure the work is being carried out effectively and efficiently.
To develop and implement processes that enable standards to be achieved and met, analysing data from satisfaction surveys to identify where service improvement can be made.
3. **Value for Money**
Prioritise VFM thus maximising the effectiveness and efficiency of the service and tenant (and resident where applicable) satisfaction and 'right first time' targets are met, whilst also giving full consideration to the impact on the environments
4. **Address Diversity issues**
Research any special requirements that may need to be considered for diverse groups such as ethnic minorities and vulnerable tenants.
5. **Feedback**
The panel will give regular feedback to all the relevant stakeholders raising awareness of Property services whilst also promoting and celebrating the successes and achievements whenever the opportunity arises.
6. **Structure and Membership**
As a minimum the panel will meet every 12 weeks and will include any of the following members (as required):

- ✓ Head of Property Services
- ✓ A representative or representatives from the departments chosen by the chair, to cover the topics on the agenda for each meeting
- ✓ Customer Engagement representative
- ✓ Customer Service representative (additional member - when available)
- ✓ Maximum of 8 Tenant Representatives

Focus groups may be put in place when specific issues arise that require the expert opinion of members of the group. These groups could include all or part of the membership dependent on the subject matter. Tenant representatives will be asked to feedback from these groups at the main panel meetings.

The term of membership will be a rolling 12-month period from the date of this Terms of Reference and will be subject to an annual review.

If the panel were to reach their maximum number of Tenant Representatives and there is a waiting list of new tenants interested, the current members and length of time involved would need to be considered (to allow new members to join). This would be discussed with the panel to ensure there continues to be a diverse range of members involved.

Individuals will be expected to show their commitment by attending and contributing at meetings regularly.

Any member who is absent for three consecutive meetings without an apology or a legitimate reason will be sent a letter from the Customer Engagement Manager to establish future intent.

A guest observer will be allowed to attend a meeting at their request and approved by the panel members.

7. **For each specific meeting:**

Members of the panel are invited to bring their own experiences of any recent dealings they have had with the property services team. The aim is not to give members a platform to receive preferential treatment for resolving repairs, e.g., those which haven't been completed or may be delayed, but to enable staff to learn and help develop new methods to improve the process where required.

The panel should also recognise and use the opportunity to "share success stories" and compliments for work that has gone well.

Where it is felt input from a colleague/s would be an advantage, invites will be sent to those relevant members of the team. This would also include where specific focus groups are in place.

The quorum for meetings will be a minimum of seven, of which four will be tenants.

8. **Management & Co-ordination of Meetings**

The Head of Property Services will act as Lead Officer to guide the direction and the work of the panel and to co-ordinate meeting cycles.

The Lead Officer will decide on the most appropriate method for holding meetings which will include a variety of face to face and virtual using Microsoft Teams. This will depend on the type of meeting and items to be discussed.

The chair for each meeting will be the Head of Property Services or a departmental manager from the Service.

Administrative support will be provided by the Property Services Team, e.g., the convening of meetings, preparing the agenda, taking minutes, and distribution of all paperwork.