



## TENANT INSPECTORS (TI) GROUP

### Terms of Reference

#### **Purpose**

Tenant Inspectors will provide independent opinion from a customer perspective as to how services are actually received by customers. They will carry out a range of reality checks/inspections across various service areas with the purpose of identifying where service delivery can be improved.

#### **Objectives**

Tenant Inspectors to carry out reality checks:

- To identify how effective a service/service delivery is
- To assess whether a service/service delivery needs improving and, if so, how and in what way

#### **Membership**

Membership of the group will consist of Ongo Homes' tenants.

Members will vote for a Chair and Vice Chair who will remain in post for a 12 month period; following which a fresh election process will be carried out (the previous Chair & Vice Chair may stand again should they wish to do so).


The group will be supported by Ongo staff from various areas of the business, e.g. the Customer Engagement Team, Neighbourhood Services Team etc.

*The group may co-opt members to work and advise on specific projects, or to create task/sub groups where appropriate to work on particular initiatives/strategies.*

#### **Role of members**

Members of the group are expected to:

- Show commitment by:
  - Attending regular TI meetings
  - Attend training where required
  - Carrying out a minimum of one inspection every two months
  - Taking the initiative to schedule own dates and times with other TIs (for the majority of inspections)
- Contribute to meetings:
  - Participate in meetings and contribute knowledge and expertise to discussions
  - Provide a customer perspective/point of view on the findings of inspections
  - Identify where improvements can be made to services
- Sign up to & work to the Volunteers Code of Conduct:
  - Be committed to fairness and equal opportunities
  - Show respect and listen to the views of others
  - Maintain confidentiality at all times
  - Ensure no risk to staff or tenants when carrying out inspections



Any TI who is absent for two consecutive meetings without apology will be sent a letter of future intent by the Chairperson. This will be arranged by the Customer Engagement Team.

Any TI who is absent for three consecutive meetings without apology will be voted off the group.

### **New members**

When a new member joins the group, they will be provided with an induction folder containing of copies of all paperwork relevant to the role.

All new TIs are required to accompany an experienced TI for a minimum of two (maximum of three) inspections prior to carrying out inspections on their own.

Job shadowing may be provided where required.

### **Frequency of meetings**

Meetings will normally be held every two months. Inspections will take place throughout the year, and an inspection schedule will be produced for every two months detailing what type of inspections will take place between meetings and where they are due to be carried out. Names of members who will carry out the different inspections over the next two month period will be taken at each meeting.

### **Coordination of meetings**

Meetings will be coordinated by the Customer Engagement Team.

### **Reporting arrangements**

Minutes and action plans will be produced after each meeting and sent out to members. Inspection sheets, maps and other relevant paperwork will be made available to inspectors prior to each inspection.

### **Risk assessments and Health & Safety**

Risk assessments are in place for TIs to minimise risks to their health and safety when carrying out inspections. The risk assessments are issued to all new Inspectors when recruited. They are also reviewed on an annual basis and are redistributed to all members should changes be made.

### **Expenses**

Any reasonable out-of-pocket expenses incurred by inspectors will be reimbursed. Expense claim forms can be provided to TIs so that they can record any costs that may be incurred. These claim forms must be presented to the Customer Engagement Team along with relevant receipts or details of mileage claimed (on a monthly basis).

### **Review**

The Terms of Reference and membership will be reviewed every 12 months (or earlier if there are any significant changes).