ONGO HOMES

PROPERTY SERVICES PANEL - TERMS OF REFERENCE

Purpose

The Property Services Panel is in place to maximise the engagement of people living in Ongo homes properties, empowering tenants and residents to influence real improvements to the property services they and other tenants and residents receive.

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

The panel will also help to raise awareness of the Property Services functions to Ongo tenants and stakeholders, helping them to understand Ongo's responsibilities in terms of meeting the Regulator for Social Housing (RSH) consumer standard – Safety and Quality. This standard requires landlords (e.g. Ongo):

- To provide good quality, well maintained, safe homes for tenants
- To ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain homes to at least this standard, unless exempted by the regulator
- Must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas
- Must provide an effective, efficient and timely repairs maintenance and planned improvements service for homes and communal areas which they are responsible for

Terms of Reference

The Property Services Panel will ensure the following takes place:

1. **Communication**
   To ensure the functions of the Property Services Team are promoted to tenants and residents, so that they understand what the landlord property responsibilities are and they know what to expect.

   To champion good two way communications between Ongo and its tenants and residents, ensuring plain, clear language is used.

2. **Effective Performance Monitoring**
   The panel will monitor the performance of Property Services, agreeing solutions to ensure works are carried out effectively and efficiently.

   The panel will also monitor customer feedback in relation to the quality of products and workmanship carried out within tenants and residents homes.

The panel will work with Ongo on the development of processes to enable standards to be achieved and met, analysing data from satisfaction surveys to identify where service improvements can be made.

3. **Value for Money (VfM)**
Prioritising VfM, maximising the effectiveness and efficiency of services, ensuring tenant (and resident) satisfaction and 'right first time' targets are met, whilst also giving full consideration to the impact on the environment.

4. **Address Diversity Issues**
Identify reasonable adjustments that may need to be considered when communicating or planning products, repairs and improvement works for diverse individuals / groups such as vulnerable tenants and those from ethnic minority communities.

5. **Structure and Membership**
As a minimum the panel will meet every 12 weeks and will include any of the following members (as required):
✓ Director of Property and / or Head of Maintenance
✓ A representative or representatives from the Ongo departments chosen by the Chairperson, to cover the topics detailed on the agenda for a particular meeting
✓ A Customer Engagement Team representative
✓ A Customer Experience Team representative (additional member - when available)
✓ A maximum of 10 Tenant Representatives

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

Focus groups may be required when specific issues arise that require the opinion of members of the group. Focus groups could include all or part of the membership dependent on the subject matter and may include tenants at large too. Tenant representatives will be asked to feedback from these groups to 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.

Guest observers will be allowed to attend a meeting should the Chair of the meeting give approval.

6. **For each Specific Meeting:**

Members of the panel are invited to bring their own experiences of any recent dealings (since the last meeting met) that 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.

A panel member from the group will provide feedback to Community Voice meetings, to be agreed at the end of each panel meeting.

7. **Management & Co-ordination of Meetings**
The Head of Maintenance 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 Blended meetings, 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 Maintenance or another staff member that they nominate in their absence.

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