



## **TENANT INSPECTORS (TI) GROUP**

### **Terms of Reference**

#### **Purpose**

Tenant Inspectors will provide an independent opinion from a customer perspective on how services are 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 will carry out reality checks:

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

#### **Membership**

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

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

*The group may co-opt members to work and advise on specific projects or hold focus groups where appropriate to work on a particular topic.*

#### **Role of members**

Members of the group are expected to:

- Show commitment by:
  - Attending regular TI meetings
  - Attend training where required
  - Carry out a minimum of one inspection every two months
  - Plan dates and times with other TIs (for the inspections they will be carrying out in pairs)
- Contribute to meetings:
  - Participate in meetings, using their knowledge and expertise during discussions
  - Provide a customer perspective/point of view on the findings from inspections
  - Identify where improvements can be made to services
  - Avoid raising personal issues during meetings unless asked to use these as examples during a meeting by the chair

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- 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 or a legitimate reason will be sent a letter from Customer Engagement Team to establish future intent.

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

### **New members**

When a new member joins the group, they will be provided with an induction folder containing 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 to help with development in their role.

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.

All inspections will continue to be carried out in pairs (unless any changes are required for this and agreed by Customer Engagement).

### **Coordination of meetings**

Meetings will be chaired and coordinated by the Customer Engagement Team and all paperwork sent out prior to each meeting using the preferred method of contact for the TI, e.g. email.

### **Reporting arrangements**

Minutes and action plans will be produced after each meeting and sent out to members, using their preferred method of contact. 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 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 signed and 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).