

ENGLISH RURAL HOUSING ASSOCIATION

RESIDENT SCRUTINY GROUP

TERMS OF REFERENCE

1. PURPOSE

- 1.1 The purpose of the Resident Scrutiny Group is to monitor and review the Association's service delivery to residents', enhancing the connection and understanding between the Board of Management and day-to-day activity.
- 1.3 In fulfilling its obligations, the Scrutiny Group will ensure that:
 - (a) key service performance areas are monitored;
 - (b) services continue to develop inline with the Association's strategic objectives;
 - (c) the views of residents' are represented within the decision making process at Board level;

2. MAIN TASKS

- 2.1 To assist the development of English Rural's housing and property related policy and procedures;
- 2.2 To monitor key areas of service delivery and performance, recommending a review of standards and targets where necessary;
- 2.3 To monitor the complaints handling process and where necessary participate in appeal proceedings;
- 2.4 To review and develop English Rural's 'service offer' to residents'.
- 2.5 To consider benchmarking information available and assist with identifying areas for improvement;
- 2.6 To influence service delivery, ensuring it reflects English Rural's agreed strategic direction;
- 2.7 To ensure the views of residents' are incorporated into the strategic decision making process;
- 2.8 To interact with the wider resident body through regional visits;
- 2.8 To receive and consider reports from the executive as agreed from time-to-time;

3. MEETINGS AND MEMBERSHIP

- 3.1 The Resident Scrutiny Group will be made up of English Rural residents who have responded to adverts and expressed a willingness to be involved in the running of English Rural. It will also include Resident Board Members and any other board members appointed to take an interest in housing services delivery.
- 3.2 There will be no limit on the number of members of the Resident Scrutiny Group and no specific number of attendees for the meetings to be quorate.
- 3.3 The Resident Scrutiny Group will elect one of its members as Chair, who will set meeting agendas, lead meetings, represent the Resident Scrutiny Group outside of meetings and where necessary carry a deciding vote. As a preference the Chair will have no other formal role within the Association. The Chair will have a casting vote.
- 3.4 The Resident Scrutiny Group will hold at least one annual meeting to take place in a central location. Further meetings can be called if required and dial-in conferencing calling can be used to avoid the necessity to travel to meetings. In addition, members will undertake regional roles, in consultation with Regional Housing Managers, including localised scheme visits and regional performance reports on a six monthly basis.
- 3.5 Membership of the Group is based on skills, experience and performance. The membership will be reviewed every three years.