

Homes Improvement Panel

Terms of Reference

Purpose

The Homes Improvement Panel is a sub group of Community Voice.

The Homes Improvement Panel has been established to maximise tenant involvement in the decision-making process through consultation and involvement for capital and planned work. The Panel will aim to review standards, monitor performance and procedures, influence the decision-making criteria and facilitate tenant choice of products, whilst taking into account budgetary constraints. The Panel will also assist in raising awareness of planned improvement works to the North Lincolnshire Homes tenant and stakeholder population.

Terms of Reference

The Homes Improvement Panel will be tasked with the following;

1. To review codes of conduct for contractors

This Panel will review the set of codes that specify how we want contractors to act/work when working in our tenants' homes and neighbourhoods. These generic codes will then be fed into our procurement and contractor selection processes. This will ensure that contracted companies operate in a manner that is appropriate for our tenants.

2. To influence the selection of contractors

The Panel will be involved in establishing the evaluation criteria for quotes and tenders, including the evaluation of quotes and tenders deemed applicable to the Panel's remit. The Panel will also work with other stakeholders, such as the Leaseholders Panel, where appropriate.

3. To ensure effective monitoring of performance

The Panel will monitor and review key performance indicators, complaints and compliments received. These indicators will tell us whether the work is being

done economically effectively and efficiently, and whether they are value for money.

4. To monitor customer satisfaction

To monitor and evaluate customer satisfaction of works, initiating and analysing feedback from customer satisfaction questionnaires, focus groups and site visits where required, and to look at compliments and complaints received.

5. To participate in 'value-engineering' exercises

The Panel will review and determine, where necessary, materials that are to be used and the extent of tenant choice to be made available. In undertaking these value engineering exercises the Panel will assess the financial and operational implications of offering tenant choice. The Panel will then review and determine, where necessary, how many choices of product will be available to the tenant (within the constraints of the Business Plan) - for example, will we provide seven different colours of kitchen unit or three.

6. To ensure Value for Money

The Panel will participate in driving down costs, make savings wherever possible and improve value for money in relation to materials and tenant choice.

7. To raise awareness and positively promote the works

To raise awareness of planned, current and future improvement work programmes and identify PR opportunities to celebrate successes.

8. To promote resident involvement

To encourage tenant attendance and involvement at improvement programme events such as Customer Open Days and Scheme Panels.

9. To participate in the identification of best practice

To research and identify areas of good practice and lessons learnt from previous North Lincolnshire Homes improvement programmes and from other housing providers.

10. To address issues of diversity

To research any special requirements that need to be considered for diverse groups such as the black and minority ethnic communities and vulnerable tenants.

11. Feedback

The Panel will give regular feedback to Community Voice on the work of the Panel and its findings. Feedback from the Panel will also be communicated to the Core Group meetings.

Structure and Membership

As a minimum, the Panel will meet on a quarterly basis and will be comprised of 8 members;

1. Six Tenant Representatives
2. Resident Involvement Manager
3. Head of Investment or representative

The Panel has the ability to co-opt members to the Panel to work or advise on specific issues.