

**31 July 2024**

## **Housing Operations Board Terms of Reference**

The Council established a Housing Operations Board, under the Executive Working Group protocol in July 2024.

Remit to:

1. promote tenant and leaseholder engagement in decisions relating to the Council's housing services,
2. include stakeholders in strategy, policy, and performance reviews,
3. provide support and challenge to service improvement initiatives and
4. provide assurance of the Council's work to meet the Regulator of Social Housing Consumer Standards.

The Board will comprise of:

- The Executive Portfolio Holder with responsibility for Housing (Chair)
- Four Guildford tenant members (one may be a leaseholder) including the Tenant Engagement Group (Vice-Chair)
- Two Homelessness representative members (one service user with lived experience and a manager from a service provider)
- Up to five non-Executive members

**Tenant members** of the Board will be nominated by the Tenant Engagement Group Chair, from existing engaged tenants and leaseholders and be appointed by Chair and Vice Chair of the Board.

**Homelessness representative members** will be nominated by the Homelessness, Advice and Allocations Lead and be appointed by Chair and Vice Chair of the Board.

**Non-Executive members** of the Board will be invited to express an interest in the Board and be appointed by Portfolio Holder for Housing and/or Leader of the Council.

Substitutes are permitted for Tenant, Homelessness representative and non-Executive Board members

### **Frequency of meeting**

The Board will normally meet every eight weeks, except the months of August and December, and will be held in Surrey school term time.

The Chair may reschedule or call ad hoc meetings as required.

Meetings of the Board will normally be held in public, with an online option, and attendance by tenants, leaseholders and members is encouraged. Agendas, reports, and minutes will be publicly available, published on the Council's website.

### **Invited Speakers**

The Board may invite other stakeholder representatives including for example service users, statutory agencies, voluntary sector groups for specific items.

### **Specific terms of reference:**

The Housing Operations Board will receive reports on matters relating to the Council's housing functions. These will include:

- The HRA Business Plan and budget
- The Housing Service Plan
- Quarterly KPIs performance reports
- Tenant Satisfaction Measures
- Health and Safety and energy efficiency compliance reports
- Complaints Reports inc Housing Ombudsman self-assessment
- Housing Improvement (Transformation) Plan progress reports
- Other matters relating to the delivery of the housing landlord function, with an emphasis on meeting the requirements of the Regulator of Social Housing Consumer Standards
- Reviews of existing policies or the introduction of new policies relating to or affecting Council's services
- Matters relating to tenant scrutiny and challenge as part of delivering co-regulation of the housing landlord service
- Reviews and development of related strategies inc Housing Strategy, Homelessness Strategy and Housing Asset Management Strategy.

NB Reports listed are indicative not prescriptive nor exhaustive. The Board may request additional information related to the housing services.

### **Scope**

The Board will provide review and advice on reports related to housing management and maintenance, tenant engagement, asset management, homelessness advice and allocation, tenancy and estate management, leasehold management, and compliance.

The Board will **not** review the private rented sector housing service in environmental/regulatory services, nor housing development in asset services. The Council has a Housing Development Board to consider future developments,

The scheme of delegation identifies the decision-making remit and responsibilities of the officers, Portfolio Holder for Housing, Executive and Council. Where reports relate to items for officer and Portfolio Holder decision, the comments and recommendation of the Board will be considered, as part of the consultation process. Where reports relate to items which will be submitted to the Council's Executive or Council for decision, the comments and recommendations of the Housing Operations Board will be submitted within the officer report.

Version	Date	Originator	Comments	Approved
Draft 1	3 June 2024	Annalisa Howson	First draft for discussion with Democratic Services, Portfolio Holder	
Draft 1.1	19 June 2024	Annalisa Howson	Share with PH and TEG for agreement	
Draft 1.2	28 June	Annalisa Howson	Add homelessness reps	
Draft 1.3	12 July	Annalisa Howson	Included feedback from TEG and governance officer	
Approved 1.4	31 July 2024	Annalisa Howson	Update following Housing Operations Board – nonexecutive members and hybrid meeting	Housing Operations Board 31 July 2024