

## South Cambridgeshire District Council (SCDC)

### Housing Engagement Board (HEB)

### Elected Tenant and Residential Leaseholder Representatives

#### Role Description

Please note: The term “Tenant” is used throughout this report as a generic term and includes both council tenants and council residential leaseholders.

#### The Role of Tenant or Residential Leaseholder Representative

This is a role for tenants who can help us focus on tenants’ priorities, making sure that your rent and service charges are being well spent, council homes are maintained, your neighbourhood is a safe and nice place to live and focus on general housing issues.

You will need to think strategically for the longer-term benefit of all tenants. You will work with other tenants, the head of housing and councillors to prioritise budgets, work, resources, and policies to deliver a service that focuses on tenants needs.

The role involves reviewing information, data, questioning and influencing policy as well as the day-to-day business decisions that affect all tenants. The role is to be an ‘advocate’ for all tenants. This is not an opportunity to discuss your individual issues but to address issues that concern all tenants.

The district is divided into three areas – North area, West area and East area. You will represent the area in which you live. Each area will have two tenant representatives on the Housing Engagement Board (HEB) plus one residential leaseholder representative who represents all leaseholders in the district.

#### Why be a Tenant or Residential Leaseholder Representative?

- A full induction and support throughout your volunteering period.
- Free training related to the role.
- Share knowledge and information about the work of the housing service.
- An opportunity to make a difference in improving local housing services for residents in your community.
- Add experience, self-development and training maybe for a CV.

## Qualifying Criteria

In order to qualify as a member on the Housing Engagement Board as a tenant or residential leaseholder representative you must meet the following criteria (to be read in conjunction with the **Qualifications Criteria** to become an Elected Tenant / Leaseholder Representative document):

- You are a tenant or residential leaseholder of South Cambridgeshire District Council
- You are aged 18 years or over
- You do not work for South Cambridgeshire District Council Housing Service
- You are not related to a member of staff
- You agree to represent the interests of all tenants
- You do not have any rent or service charge arrears
- You agree to follow the Code of Conduct
- You do not have a criminal record or charges pending
- You are not subject to any tenancy issues as set out in Schedule 3 of the Housing Act (1985) and within Schedule 14 of the Localism Act (2011)

## Role Requirement

**Position:** Elected Tenant / Elected Residential Leaseholder Representative

**Meetings:** Quarterly HEB – one in person and three online – approximately two hours long and will require one to two hours preparation time

Ad-hoc – as and when required

Tenant and residential leaseholder representatives will be elected for a four-year term to represent the interests of all tenants and leaseholders living in their area.

You will be our eye and ears in the local area, bringing forward issues which might need to be addressed and ideas for improved services across all our homes.

You do not need any prior experience or formal education. The candidate workshop will give you a chance to learn more about being a tenant or residential leaseholder representative and to help you make a final decision to volunteer, before being added to the ballot.

We will provide support and free training for all representatives. The training will give you the skills for work or as a volunteer and enable you to grow and develop your confidence to make a contribution as well as understand more about national housing policy and how this impacts on your housing service, which you will help us shape into delivery for all tenants.

As a representative, you will also receive an annual allowance of £400 (which will be aligned from 1<sup>st</sup> April 2025 and annually thereafter in line with increases awarded to councillors’

allowances) for sundries, plus an additional amount for expenses such as travelling costs and additional support for baby-sitting / carers costs. The allowance can be claimed twice a year six months in arrears. The additional expenses should be claimed monthly.

### Key requirements for the role

- You will make the time to attend and contribute to quarterly meetings (one in person and three online) of the HEB.
- You feel able to prepare for the meetings by reading reports, financial and statistical information, and relevant paperwork (the preparation often requires several hours work).
- You will serve a minimum of one term for a period of four years.
- You will need access to a computer and broadband to join our meetings.
- You are confident in using a computer, email, working with documents, and websites.
- You have a basic understanding of analysing data, budgets and how a board might operate, although training will be provided.
- You must be able to recognise the need for confidentiality for certain agenda items, which can only be discussed with others, with our prior permission.

### Housing Areas of South Cambridgeshire District Council

North, East and West

