

Voluntary Tenant / Leaseholder Representative for the Housing Engagement Board (HEB)

The Role of Tenant Representative

This is a role for tenants and leaseholders who can help us focus on tenants and leaseholders 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 and leaseholders. You will work with other tenants and leaseholders, the Head of Housing and councillors to prioritise budgets, work, resources and policies to deliver a service that focuses on all 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 and leaseholders. The role is to be an 'advocate' for all tenants and leaseholders. This is not an opportunity to discuss your individual issues but to address issues that concern all tenants.

The housing service will be divided into three districts. You will represent the area in which you live. Each district will have two representatives on the Housing Engagement Board. They will attend / chair Local Area Housing meetings.

Why be a Tenant 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.
- An annual allowance of £400 for your time and expenses.

Who can be a tenant representative?

You will be our eyes 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.

We will provide support and free training for all representatives. The training will give you 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.

We will pay any expenses related to your work on the Board. This includes travel and child / adult care (if required).

Key requirements of the role

- You are a SCDC tenant or leaseholder over the age of 18 years.
- You will represent the housing area in which you live.
- You commit to represent the interests of all tenants and leaseholders.
- You commit to follow a Code of Conduct.
- You will make the time to attend and contribute to quarterly (online) meetings of the Housing Engagement Board.
- You feel able to prepare for the meetings by reading committee reports, financial and statistical information, and relevant paperwork (the preparation often requires several hours work).
- You commit to attend 75% of Local Area Housing meetings a year. (theses are currently not being held).
- You commit to undertake relevant free training as and when provided.
- You will serve a minimum of one term for a period of 4 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 may only be discussed with others, with our prior permission.

Role Requirement

Position: Voluntary Tenant / Leaseholder Representative

Meetings: One in person and three Virtually (via Microsoft Teams)

Time commitment:

- Attend quarterly Housing Engagement Board meetings. Each meeting will be approximately three hours long and will require 1 – 2 hours preparation time.
- Attend quarterly Local Area Meetings for tenants approximately 2 hours each.

