

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.

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 £500 for your time and expenses (reviewed annually in April).

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 meetings of the Housing Engagement Board. See the Terms of Reference for further information.
- 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 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.

Meeting Requirements

- Attend quarterly **Housing Engagement Board** meetings, usually in person. Each meeting will be approximately two hours long and will require one to two hours preparation time.
- Attend quarterly **Panel** meetings (as and when you can) usually online, and approximately 1 – 2 two hours long. Most require one to two hours preparation time.
- Attend relevant **training** as and when provided.

Tenant representatives are elected for a four-year term to represent tenants and leaseholders living in their area.

In the case of a co-option, the representative will serve the remaining term until the next elections. Copies of all application forms will be sent to the current HEB members who will meet to determine the successful candidate.

Candidate Statements

Your election statement should describe why you think you should be elected. Your election statement is your chance to tell other members why they should vote for you. Please tell us in less than 500 words why you think you are suitable for the role. This statement will be read by the HEB and will help them decide who to vote for.

Housing areas: ■ North, ■ West ■ East

