

REPAIRS AND MAINTENANCE STEERING GROUP

TERMS OF REFERENCE

PURPOSE

The main purpose of the Tenant Repairs and Maintenance Steering Group is to work with the Council specifically with the Repairs and Maintenance Service which includes Responsive Repairs, planned maintenance, stock condition, decent home and void properties.

OBJECTIVES

The objectives of the Tenant Repairs and Maintenance Steering Group are:

- Ensure that the Repairs and Maintenance Service is customer focused
- Work with the Repairs and Maintenance Service to develop the service
- Work with the Repairs and Maintenance Service to monitor the Action Plan from the Responsive Repairs Scrutiny Project
- Influence Repairs and Maintenance policy and procedure
- Ensure that the Repairs and Maintenance Service delivers quality and value for money
- Encourage customer choice in the Repairs and Maintenance Service
- Encourage better communication between the Repairs and Maintenance Service and customers

To achieve these objectives, the group will:

- Contribute ideas to the service delivery, and make recommendations for improvement
- Review Repairs and Maintenance policy and procedure with members of the Repairs and Maintenance Service
- Clarify issues by occasional site visits
- Consult other residents on their views of the services and feed these into the reviews
- Work with the Repairs and Maintenance Service to examine products, materials, processes and costs from a customer's point of view
- Feed back to the wider body of tenants on the work of the Group
- Promote the work of the Repairs and Maintenance Steering Group

Creation Date: June 2025

Review Date: June 2027

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ROLE OF MEMBERS:

- To undertake training when necessary
- Participate in meetings and contribute to discussions
- Raise concerns or questions at meetings on behalf of residents at large or specific communities
- Share information with other residents to help increase knowledge and awareness around repairs and maintenance
- To positively influence future policy and strategy regarding repairs and maintenance

To monitor any action plans formulated from the Scrutiny Panels activities related to Repairs and Maintenance. This will then be reviewed bi-monthly and reported back to the Tenants Voice.

STRUCTURE AND MEMBERSHIP

There will be a maximum of ten resident representatives, including:

- A resident from a high-rise block
- A resident from a low-rise flat
- A leaseholder
- An Independent Living Scheme resident (with communal facilities)
- An Independent Living Scheme resident (without communal facilities)
- A resident from a house
- A resident from a bungalow

Staff representatives attending and contributing to meetings:

- Repairs and Maintenance Service Officer (named lead)
- A Community Engagement Team Representative

Focus groups may be put in place where appropriate to work on themes, co-opted members could be from other partner organisations e.g., contractors, the wider tenant base and include part of the membership from the main group, dependent on the subject matter. Tenant representatives will be asked to feedback from these groups at the main Steering Group meetings.

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MANAGEMENT AND COORDINATION OF MEETINGS

The named Repairs and Maintenance Officer will act as Lead Officer to guide the direction of the group and to co-ordinate meetings. This includes the chairing of each meeting and setting agendas. The Lead Officer will decide on the most appropriate method for holding meetings which will include a variety of face to face and virtual using Microsoft Teams. This will depend on the type of meeting and items to be discussed.

Meetings will normally be held monthly; however sub-groups may meet on an ad hoc basis and will generally be project specific. Administrative support for meetings will be provided by the Community Engagement Team to help with arranging meetings, taking minutes, and distribution of all paperwork.

CONFIDENTIALITY & DATA PROTECTION

Panel members must be aware that the Panel may have access to information not normally available to tenants and leaseholders. Information may also be commercially sensitive if shared outside the organisation. All members of the panel must keep information confidential where requested.

Members of the panel recognise that the Council has a need to comply with the legal requirements of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

REPORTING ARRANGEMENTS

The Terms of Reference for the Group will be published on the staff intranet site and on the Lancaster City Council website.

Minutes and actions of meetings will be e-mailed or posted out to all group members and published on the Intranet to be accessible to the wider staff group.

A resident representative from the group will provide feedback to Tenants Voice meetings.

REVIEW

The Terms of Reference and membership will be reviewed every two years (or earlier if there are any significant changes) by the Repairs and Maintenance Steering Group.