REPAIRS PANEL Terms of reference

**1. Role of the Repairs Panel (the ‘Panel’)**

**a) Aim**

The main aim of the Panel will be **“To provide effective resident challenge to improve repair services for all ISHA residents, working in partnership with ISHA staff.’’**

**b) Objectives**

The Panel’s main objectives include the following:

* To **jointly work with residents, staff and repair contractors** to challenge ISHA services and achieve positive outcomes for the benefit of the ISHA and its residents
* To provide quality oversight during the contractor tendering process under the Dynamic Purchasing System (DPS)
* To attend monthly contractor meetings ensuring transparency and providing a resident perspective
* To assist in the coordination of an Annual Repairs Open Day

**c) Annual Repairs Open Day**

The Panel will work with ISHA staff to host an open day once per annum. The open day will be an opportunity to:

* Teach residents basic home repair skills,
* Meet with *ISHA/SHW* contractors and staff to discuss their neighbourhoods
* Meet neighbours and strengthen communities

**2. Membership**

**a) Number of Panel members**

The Panel will be made up of a minimum of 3, up to a maximum of 10 members.

**b) Membership criteria**

Members of the Panel must be ISHA residents. This includes:

* Tenants
* Shared Owners
* Leaseholders

The following people **will not be** eligible to be a member of the Panel:

* ISHA residents of commercial properties
* Current ISHA board members (not including subcommittee members);
* Current councillors.
* Any resident who is in significant breach of their tenancy agreement, or where the breach has led to legal action being taken by ISHA. This will result in the resident being asked to leave the panel at the discretion of the Customer Insight Manager
* Anyone who has previously been excluded from involvement activities as a result of a serious breach of the resident involvement code of conduct
* Anyone who is a vexatious complainant (as defined by the Housing Ombudsman Service)
* ISHA staff

Former Board members who wish to join the panel will be expected to apply for membership in the same way as other residents.

Every effort will be made to ensure that the Panel composition is as representative as possible in terms of diversity of the resident profile. Every effort will also be made to recruit members from all areas where ISHA owns *or sub-leases* properties*;* and those on the assessment panel are responsible for ensuring that the majority of the Panel is composed of tenants at any given time. However, the most important criteria will be the ability of interested parties to carry out the role effectively, with appropriate training

Panel members will commit to the ISHA Involved Residents Code of Conduct and ensure a Declaration of Interest form is kept up to date.

**c) Length of membership**

Membership will be treated on a case-by-case basis with discretion on membership tenure made by the Customer Insight Manager. To allow for mobility in membership, panel members will be able to remain on the panel for a maximum of 3 consecutive years. However, this will be assessed based on need and availability of resource and is at the Customer Insight Manager’s discretion.

**d) Recruitment and selection of members**

Initial recruitment will be conducted through expression of interest from residents, to be interviewed by the Customer Insight Manager.

Following the implementation of the Panel, whenever vacancies occur, the Panel, working with ISHA, will recruit by publicising the vacancies e.g. through the resident newsletter or ISHA’s website. All applicants who are shortlisted will be interviewed by a selection panel that will include two other members of the Panel, with support from ISHA.

**3. Meetings**

**a) Type**

The panel will be involved in three types of meetings which each have different purposes as listed below:

1. Contractor application review – Panel members will read and provide analysis on work stream tenders. This may be completed remotely in panel members’ own time or at a specific meeting. Expected to be a few hours per calendar year.
2. Contractor performance meetings – Panel members will attend and represent the voice of the resident at the monthly contractor performance meetings. Expected to be a few hours per month. Further detail in section 3.b.
3. Annual Repairs Open Day – An annual event open to all ISHA residents. An opportunity to learn basic home repairs skills, meet with contractors and staff and strengthen local communities.

**b) Frequency**

Panel members will be invited to attend monthly contractor meetings, either in person or online. Whilst it may not be possible for all members to attend every meeting, a minimum of 1 member and maximum of 2 must be present at each meeting. A meeting rota may be used to allow members time to prepare their schedules so that this requirement is met.

ISHA will work closely with Panel members to ensure that attendance is fairly shared, understanding that panel members have other commitments to work around. ISHA will make reasonable adjustments to help panel members meet the attendance requirements. Travel, babysitting, and other expenses are paid as per the ISHA Resident Expense Policy. Panel members are encouraged to work together to ensure attendance at contractor meetings.

**c) Quorum**

A minimum of 1 member must be present at monthly meetings to represent the resident voice.

**4. Assurances**

It is important that the Panel has access to all of the information that it requires to contribute at contractor meetings. Therefore, ISHA gives the following assurances:

* The panel will have access to internal repair related performance and benchmarking data.
* The panel will have access to repair related resident feedback data and information.
* The panel can request meetings with staff and residents in order to hear their views face to face.

**5. Training and Development**

Accredited training, relevant to the role of the panel, will be made available for members who wish to pursue a formal qualification, at the discretion of the Customer Insight Manager.

Training will include standard ISHA training such as: Safeguarding, Equalities, Health and Safety, GDPR.

The Customer Insight Manager will actively work to develop Panel members through formal training as well as arranging meetings and discussions with other resident involvement teams at other housing associations, inviting members to conferences and events which ISHA is involved in.

Panel members can approach the Customer Insight Manager with any ideas for training and development. The ideas will be voted on and the Customer Insight Manager will confirm training is within budget and work with the panel to organise the programme.

The panel can request independent advice in relation to contractor reviews, such as from citizens advice or similar.

The panel can request inspections/walk along with surveyors to review any completed but substandard works for quality assurance and efficiency purposes.

**6. Support from ISHA**

ISHA will provide the following support to the Panel:

* Access to office/meeting room facilities and access to equipment such as laptops and mobile phones, or reimbursement for use of Panel members’ own equipment if agreed upon prior to use.
* Training to meet needs identified by the Panel through their annual assessments.
* Access to regional networking meetings, conferences that are relevant to the development and work of the Panel, subject to the availability of funding. Panel members should make a case, relevant to their role, to attend external events, setting out the benefits to be gained.
* Transport and refreshments when attending meetings, in accordance with ISHA’s Customer Involvement Expenses Policy
* Out of pocket expenses, in accordance with ISHA’s Customer Involvement Expenses Policy.
* Opportunities to include articles in the resident newsletter and on ISHA’s website

I have read and understood this Terms of Reference.

Signed:………………………….………………………………………………………….

Print name:………………………………………..…………………………………………

Date:………………………………………………………………………………………….