

Customer Assembly (CA) Terms of Reference April 2023

1 Aims

1.1 The CA will work with Greatwell Homes to provide a link between customers and Board members to discuss what matters most to customers by;

- Reviewing quarterly performance information, complaints and compliments
- Reviewing quarterly customer voice to ensure its influence of services
- Reviewing annual regulatory consumer standards
- Reviewing annual customer involvement impact assessment
- Monitoring the co-creation of new services, policies and procedures
- Awarding and monitoring the progress and impact of community grants

2 Forward Plan

2.1 The CA will set a clear forward plan that provides members with assurance that Greatwell Homes are meeting commitments and requirements of:

- The National Housing Federations Together with Tenants Charter
- The Social Housing Regulation Bill (formerly Social Housing White Paper)
- Consumer regulation

3 Membership

3.1 There will be a maximum of 12 and minimum of 6 members

3.2 If membership reaches the low of 6 members, there will be a review of membership, which could include the creation of a recruitment plan.

3.3 Members will elect a Chair and Vice Chair. Any member can be nominated or volunteer for the role and will be decided by voting. Elections will be held every 2 years or when an elected member leaves.

3.4 Membership to the Assembly is open to all Greatwell Homes customers over the age of 18 years, excluding any customer who has a current Notice of Seeking Possession (NOSP) for anti-social behaviour.

3.5 Membership of the CA will end when a member ceases to be a customer of Greatwell Homes, resigns, or is asked to leave because of a breach of the code of conduct.

3.6 Members may be asked to attend Board meetings and events and Board members will be invited to CA meetings as observers.

4 Conduct of business

4.1 The CA will aim to meet monthly. It will meet a minimum of 4 times per year for formal recorded meetings and as required and agreed by members for informal meetings.

4.2 Meeting dates will be set a year in advance, with notice of any changes given to all members at least one month before.

4.3 Informal (catch up) meetings will also be diarised to discuss understanding of documents and information. This will ensure formal meetings stay on topic, on time and business is completed.

4.4 At meetings, decisions shall be made by voting, with the majority vote winning. If voting ends with a draw the Chair will have the deciding vote.

4.5 The quorum for decisions will be 4 members. If less than 4 members are in attendance for a decision, the decision will be deferred to the next meeting or referred to an email vote (this will be agreed by members at the meeting).

4.6 There will be an annual objective setting meeting and review of governance documents in April, that will result in the adoption of a forward plan that will be used to steer the work of the CA and set the agendas for meetings.

4.7 The forward plan will be shown at every meeting and members can propose items for this which will be carried by vote. The proposal of items will need to be agreed by the chair in advance of the meeting.

4.8 Agendas will be set in discussion with the chair and will follow the forward plan.

4.9 Notes and actions will be taken at all meetings and distributed to members no more than a week after the meeting.

5 Time commitments

5.1 Customers who join as members will be expected to attend the monthly meetings and catch ups, that are each up to 2 hours long with a short comfort break.

- 5.2 Customers who join as members will be expected to read documents before meetings and respond to emails where necessary. A total expectation of commitment should be no more than 8 hours a month.
- 5.3 Customers will be asked to attend ad hoc meetings if business requires. This will always be agreed with members beforehand.
- 5.4 All members must agree to taking on new projects / work and this work must fit existing priorities, deadlines, and time constraints. This is to ensure members are not taking too much on and the work for the group is well distributed to avoid causing stress, loss of enjoyment and potentially resignation from activities.

6 Formal decisions to be made by the CA

- 6.1 All documents with decisions to be made by members will be provided to members prior to the catch-up meeting for discussion. Members will decide if relevant staff member is required to provide further clarification at the meeting in the form of a summary (no more than 15 minutes for the presentation and 5 minutes for questions).

7 Code of Conduct

- 7.1 Members will abide by the National Housing Federations Code of Conduct 2022
- 7.2 Procedures for possible breaches of the code are outlined below:
 - An initial verbal warning will be given by the Chair.
 - Further breach of the code may lead to being requested to leave the meeting by the Chair.
 - If the Chair breaks the code, they can be warned by any other member or a Greatwell Homes Officer and may be asked to leave the meeting.
 - In the event of serious or persistent breaches, a person maybe permanently excluded from future attendance at some, or all meetings / training / events hosted by Greatwell Homes.
 - The power to permanently exclude a person(s), including the Chair, from all meetings shall rest with the Community Involvement Manager.
 - Any person, including the Chair, who is permanently excluded from any meetings shall have the right to appeal to a specially convened panel consisting of no less than 3 people and must include a customer.
- 7.4 If you need to report a breach of the code of conduct, please contact the Community Involvement Manager.