

Resident Board Member Role Profile

Role Purpose

The purpose of the Resident Board is to co-regulate the Council's delivery of the Housing services with the councillors. The Board play a key role in monitoring the Council's housing services operational performance and compliance with the Consumer Standards set by the Regulator of Social Housing. They also influence housing services strategies, policy and make recommendations for improvement.

Who can apply?

A Membership is open to any tenant or resident leaseholder (not absent leaseholder) and subject to conditions listed on the Terms of Reference included in this application pack.

Why apply?

- Help to lead positive direction of the Housing service.
- Meet other residents who are interested in making a difference to the Housing Service.
- Hear updates from the Cabinet Member for Housing and staff members about key developments and performance in housing.
- Have the chance to ask questions, challenge and make recommendations.
- Work in a collaborative way with officers.
- Develop new skills.
- Access training and conferences.

- Enhance your CV.
- Get recognition and incentive for your time and commitment.
- We cover your travel and participation related expenses such as childcare.

Roles and Responsibilities

- Annual review of the council's compliance with Consumer Standards or any other requirements of the Housing Regulator.
- Approve Annual Report to Residents.
- Provide scrutiny and monitoring of housing service performance.
- Act as a critical friend to the housing service, offering constructive feedback and challenge to help drive improvements.
- Work with the Resident Involvement Team to help promote opportunities to get involved to other residents.
- Take time to read, listen and engage in detail about topics that the housing service consults the residents about.
- Attend relevant training organised by the Resident Involvement Team to help you fulfil your role.
- Attend occasional events to help promote the activities of the resident board and other ways to get involved to other residents.
- Follow and uphold the code of conduct and terms of reference.

- To come prepared to each meeting and be willing to participate constructively in discussions.
- To help ensure everyone has a chance to contribute at meetings.
- To help ensure Resident Board meetings stay focused on the agreed agenda and on common challenges and opportunities rather than individual issues.

Useful Skills & Experience

- An ability to scrutinise written information or verbal presentations.
- An ability to scrutinise data and reach fact-based conclusions.
- People skills, especially listening and negotiation skills.
- An ability to treat everyone fairly and with respect, even when you disagree with them.
- An ability to work collaboratively as a team member.
- An ability to understand and stick to the topic under discussion.
- A constructive lesson learning, solution focused approach.
- Have experience of or willing to learn basic IT skills.

Time commitment

The Board meets at least six times a year. Meetings are usually two hours 6:30 - 8:30 pm

Length of Term

3 years with the option to stand down after one year.

Location of meetings

The meetings are mostly online but sometimes in person, at our office in Observatory House.

Application process

1. Complete an interest form.
2. If you meet the membership criteria, you will be invited to an informal interview with a member of the Resident Board and a Council officer from the Resident Involvement team.
3. Induction & Training about Housing Services and key information to help fulfil your role.
4. Settling in meeting after the first meeting with a member Resident Involvement team.