

# Heylo Housing Registered Provider (HHRP) Customer Committee

## Terms of Reference

December 2023



<b>Date</b>	January 2024
<b>Author</b>	Director of Governance
<b>Version</b>	1.0
<b>Approval</b>	HHRP Board
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<b>Version history</b>	
<b>1.0</b>	First TOR approved by the HHRP Board and established as a Committee of that Board

<b>Purpose</b>	<p>The purpose of the Customer Committee (CC) is to involve heylo residents in shaping the strategic direction of customer activities for Heylo Housing Registered Provider (HHRP) and scrutinising the performance of ResiManagement Limited, the managing agent for HHRP activities as they relate to customer facing and impacting activities. In relation to customer facing activities, this is Committee is intended to provide feedback and inform the arrangements of HHRP and ResiManagement and operations that they deliver for the wider heylo group.</p> <p>To deliver this purpose CC will:</p> <ol style="list-style-type: none"> <li>1. Help shape policies and strategies that directly impact customers when invited to review.</li> <li>2. Monitor and scrutinise performance across the organization as part of scrutiny activities.</li> <li>3. Be consulted by senior staff on major changes to resident-facing services as appropriate.</li> <li>4. Make recommendations for service improvement based on the evidence gathered by the Committee.</li> <li>5. Ensure its work and recommendations are fair, evidence based, and independent.</li> </ol>
<b>Number of members</b>	<ul style="list-style-type: none"> <li>• At least 3 but no more than 8.</li> <li>• Should it not be possible to recruit and maintain 3 resident members, the CC will persist pending recruitment activities. This will ensure maintenance of some form of customer review and involvement in activities while membership is grown.</li> </ul>
<b>Membership</b>	<p>Appointed by interview following open recruitment:</p> <ul style="list-style-type: none"> <li>• 1 x Chair</li> <li>• 3 x Independent Members of which one member should be the Vice Chair</li> </ul>
<b>Support</b>	<p>ResiManagement Limited executive and other officers will attend the CC to provide secretarial and administrative support, present matters for consideration and obtain feedback for provision to the HHRP Board and ResiManagement Customer Committee</p>
<b>Quorum</b>	<ul style="list-style-type: none"> <li>• 3 members</li> </ul>
<b>Meetings</b>	<ul style="list-style-type: none"> <li>• Meetings can be in person, remote (teleconference or video conference) or hybrid.</li> </ul>
<b>Frequency of meetings</b>	<ul style="list-style-type: none"> <li>• At least quarterly.</li> </ul>
<b>Decisions</b>	<ul style="list-style-type: none"> <li>• Decisions at meetings will be reached by consensus. Where consensus cannot be reached, a vote should be taken. If required, the Chair has the casting vote.</li> <li>• When required, urgent decisions can be agreed by email / telephone between meetings provided 3/4 of the membership reply in approval.</li> <li>• Chairs actions can be taken in urgent situations in accordance with the HHRP</li> </ul>

	Standing Orders and Delegated Authorities.
<b>Appointment of members</b>	<ul style="list-style-type: none"> <li>Members appointments will be approved by the HHRP Board and HHGL Board as may be required as the parent company.</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>The CC will share key messages with the HHRP Board through the sharing of their minutes.</li> <li>Any formal requests, approvals or concerns will be reported to the HHRP through these minutes for consideration and action as appropriate, the HHRP reporting back to the CC after it has considered the matter to confirm the position.</li> </ul>
<b>Terms of Office</b>	<ul style="list-style-type: none"> <li>Members may serve a maximum of two three-year terms (six years)</li> <li>Where a member has served six years, but there is a clear business need for their continued involvement, their term may be extended annually for a further three years.</li> <li>Any renewal and extension is subject to the agreement of HHRP Board and HHGL as may be required.</li> <li>If a member leaves before the end of their maximum term and re-joins within three years, their term will be considered as if there has been no break.</li> </ul>