

Landlord Assurance Board: Tenant Board Members

At Melton Borough Council, we are committed to delivering high quality homes and landlord services across the borough. We are looking for up to three tenant board representatives to form part of our Landlord Assurance Board. We will support you to be involved in a way that suits you, and we will provide access to training and support.

The Landlord Assurance Board provides an opportunity for collective consideration of one of the Council's most significant areas of responsibility and important space for council officers, councillors and tenants to work together. The board also supports a confident and accountable response to the new [Consumer Regulations](#) from the Regulator of Social Housing (RSH).

The Landlord Assurance Board has been developed to ensure collective awareness and visibility relating to regulatory assurance, financial resilience, risk management, performance and compliance on all matters relating to being an effective landlord and will receive timely and relevant information and updates on a range of housing related matters including performance, compliance, risk management, investment in homes and services, complaints, tenant voice.

Key to our role as a landlord is the voice of our tenants: ensuring this is embedded and being reflected in the decisions and service improvements that we make, that we learn from feedback including complaints, and tenant satisfaction information and that tenants have opportunities to shape the services they receive.

Meetings will take place on a quarterly basis. They will be managed as hybrid meetings, enabling participants to attend in person or remotely as required. You can find out more about the Landlord Assurance Board, including the terms of reference on our website: www.melton.gov.uk/labvacancy.



The Role of Tenant Board Member

Together, the Landlord Assurance Board members will develop a positive working relationship, focussed on continuous improvement. The Landlord Assurance Board is a partnership of equals – every voice and view matters and every member should feel able to contribute and to ask questions to seek assurance on key areas of work, or to suggest changes or improvements. The Landlord Assurance Board must retain a focus on the quality of homes and the wellbeing and empowerment of tenants.

As a tenant you will have a particular interest in the Council's commitment and ability to deliver high quality homes and landlord services across its 1800 homes to tenants the borough. Tenant board members are present on the Landlord Assurance Board to represent tenants as a whole and are required to put the wider interests of all tenants first. While undertaking their role on the Landlord Assurance Board, tenants should not use this as an opportunity to raise personal issues.

On a more personal level, as a tenant board member you will be expected to contribute from your particular skills and experience to help the council come to the best decisions.

Working well with others and being willing and able to reflect on things that are working well, areas that are not working quite so well and things that may need to change or improve are key skills that can make the role fulfilling and productive.

Landlord Assurance Board meetings take place on a quarterly basis, and there will be reading to do before each meeting to prepare. As a tenant board member, we will support you to be involved in a way that suits you, and we will provide access.

As a tenant board member, you will be reimbursed for direct costs attributed to attending meetings or training (to be agreed in advance with the Assistant Director for Housing Management). A package of training will be available and the costs of this will be met by the Council.

Person specification for tenant board member of the Landlord Assurance Board

You must be a secure or introductory tenant or resident leaseholder¹ of Melton Borough Council to be a member of the Landlord Assurance Board.

Tenants who are members of the Your Choice Group are eligible to be members of the Landlord Assurance Board; however, you need to be aware that this would be a substantial time commitment and there may sometimes be conflicts of interest.

In order to be successful in this role, it is important that you are able to demonstrate or evidence the following:

Personal attributes

- A willingness to listen and talk about things.
- Maintain confidentiality.
- Be free to attend regular meetings.
- A willingness to work as a team showing support to others.
- A willingness to contribute and to ask questions, focussed on seeking assurance and on supporting continuous improvement.
- Understand and support the role and remit of the Landlord Assurance Board.
- To sign up to and abide by a code of conduct.

Ability and skills

- The ability to absorb key information and to positively question and challenge.
- A willingness to read and absorb information outside of and prior to meetings.
- Be able to weigh up issues and make balanced, reasonable and proportionate judgements.
- The ability to participate and contribute positively in meetings with good communication skills.
- The ability to interpret performance data and review performance and suggest improvements.
- A commitment to participate in training and development.

¹ A 'resident leaseholder' means that you own a flat previously bought under the right to buy and live in that flat. Melton Borough Council owns the block where your flat is situated.

- Able to focus on the “bigger picture” rather than to promote or address issues relating to their own tenancy.
- Able to work positively, in partnership with the Council to deliver quality services.
- Good listening skills – thinking about what others say and considering their views rather than imposing their own.
- Confidence to liaise as and when required with the Regulator for Social Housing.

Experience and Qualifications

- To be able to demonstrate an understanding of housing and community issues.
- To be able to demonstrate an understanding of the regulatory framework within which the council’s housing services operate.
- A proven history of involvement in improving services is desirable but not essential.

Eligibility

Tenants or leaseholders will not be eligible to become a tenant member of the Landlord Assurance Board if they:

- Are an employee of Melton Borough Council.
- Are an elected member of Melton Borough Council.
- Are a non-resident leaseholder (i.e. they own a leasehold dwelling previously bought under the right to buy scheme but do not live in that dwelling).
- Are subject to county court judgments in favour of Melton Borough Council.
- Have been issued a formal letter or notice seeking possession for breaking one or more conditions of their tenancy.
- Are in ‘unmanaged’ rent arrears or have former rent arrears without an agreed payment plan in place.
- Have been convicted of a criminal offence that may damage the reputation of Melton BC.
- Have contact restrictions in place in line with the Council’s Customer Feedback and Complaints policy due to behaviours that have been identified as unreasonably persistent.

Confidentiality

All information acquired during your participation on the Landlord Assurance Board should be treated as confidential unless stated otherwise, including after your membership has ceased.

If at any point you are unsure about whether information obtained at the board can be shared elsewhere, you should seek advice from the Assistant Director for Housing Management.

Appointment

When there are a vacancy for Tenant Board Member for the Landlord Assurance Board, this will be published on [Melton Borough Council's website](https://www.melton.gov.uk/tenantscorner) (melton.gov.uk/tenantscorner) and social media pages and will also be communicated via email, letter and newsletters where possible.

To be considered for the role of Tenant Board Member, an expression of interest setting out why you wish to become part of the board, the skills you bring and what you hope to achieve from being a board member should be submitted to the Tenancy Services Manager: dstoother@melton.gov.uk with 'Tenant Board Member, Landlord Assurance Board' in the email subject line.

The Council will review expressions of interest against role profile and will arrange follow up discussions with interested tenants. Expressions of interest and recommendations from the Housing Leadership Team will then be considered by Tenant Group representatives (Your Choice) to agree upon nominated representatives for the Landlord Assurance Board.

The Housing Leadership Team will also work with the nominated representatives to establish the best way to establish a tenant link between the board and the Your Choice group.

Membership will be an initial term of three years unless otherwise terminated earlier by and at the discretion of either party upon one month's written notice.

Upon the expiry of the term of office, a member is able to seek re-appointment in an open recruitment process.