

TERMS OF REFERENCE	
<b>Committee:</b>	Customer Experience Committee
<b>Effective Date:</b>	May 2022
<b>Date Last Reviewed:</b>	December 2021
<b>Scheduled Review Date:</b>	May 2024
<b>Supersedes:</b>	All previous Policies and/or Statements
<b>Author:</b>	CEO
<b>Approved by:</b>	Board

## 1. Membership and meetings

- A membership of seven members, comprising of four board members (including the tenant board member) and up to three co-optees comprising a representative from Magnify and up to two selected tenants. These tenants will receive an allowance for attending committee meetings.
- Quorum will be three board members, excluding co-optees.
- Appointments will be made by the board to ensure that there is a cross-section of relevant experience and knowledge.
- The Chair will be selected by the board, giving due regard to appropriate experience and knowledge, and will be required to give an assurance report to the board following each meeting of the committee.
- The Chief Executive, the Director of Community Services and other senior staff will attend as appropriate.
- The Committee shall meet three times per year, and the cycle of meetings will be approved by the board, with due regard to operating cycles.
- Minutes of each meeting will be presented to the next meeting of the committee and the board.

## 2. Role

The Customer Experience Committee is accountable to the board and its role covers the following areas:

- Monitoring assurance of delivery against the agreed Asset Management Strategy, including key performance indicators and compliance with statutory landlord duties.
- Overseeing compliance with the Regulator's Consumer Standards and providing the board with compliance assurance.
- Overseeing the review and analysis of complaints data, to identify emerging trends and recommend improvements.
- Overseeing and receiving assurance on the effective implementation of the safeguarding policy.

- Overseeing the tenants' scrutiny of services as carried out by Magnify.
- Overseeing the implementation of the customer involvement strategy and customer satisfaction strategy.
- Where required, oversee the delivery of related objectives listed in the Corporate Operational Plan.
- Monitoring the performance of contractors, consultants and the Direct Technical Operatives (DTO) and obtaining assurance that their performance is in keeping with Asset Management Strategy and where appropriate, agreed KPIs.
- Overseeing the performance against agreed policies, strategies and KPIs of the specialist schemes, mental health projects, refugee projects, general needs housing, sheltered housing and sales teams.
- Overseeing the delivery of social value, including receiving a report from the CEO on charitable donations made and obtaining assurance that this is in keeping with the Social Value Strategy.
- To review and, if appropriate, approve any delegated policies, strategies and procedures listed in the Policies Review Schedule approved by the board as follows:

Policy	Frequency
Complaints Policy	Every 3 years
Customer Care Guidelines	Every 2 years
Customer Service Standards	Every 3 years
Reasonable Adjustment Policy	Every 3 years
Domestic Abuse Policy	Every 3 years
Domestic Abuse Guidance	Every 3 years
Anti-Social Behaviour and Harrassment Policy	Every 3 years
Anti-Social Behaviour and Harrassment Procedure	Every 3 years
Communal Areas Policy	Every 3 years
Void Property Management Policy	Every 3 years
Transfer Policy	Every 3 years
Reasonable Adjustment Policy	Every 3 years
Specialist Housing Voids Procedure	Every 3 years
Abandonment Policy	Every 3 years
Notice to Quit, Appeals, & Eviction Policy	Every 3 years
IT Security Policy	Every 3 years

- Review the following KPIs:

Type	Measure	Frequency
Complaints	No. of complaints received per quarter	Quarterly
Complaints	Percentage of complaints informally resolved per quarter	Quarterly
Complaints	% stage one complaints resolved during the reporting year.	Quarterly
Complaints	Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	Quarterly
Complaints	% stage two complaints resolved during the reporting year.	Quarterly
Complaints	Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	Quarterly

Complaints	Less than 5% of the total complaints received going forward to Independent Complaints Panel or Housing Ombudsman	Quarterly
Engagement	Proportion of tenants engaged with us (any active participation)	Quarterly
Engagement	No. of scrutiny projects completed per year	Quarterly
Engagement	No. of tenant initiatives (competitions, estate clean-ups, etc.) per year	Quarterly
Engagement	Proportion of tenants registered with MyTenancy	Quarterly
General Needs Housing	Rent collected as % of rent collectable	Quarterly
General Needs Housing	Current rent arrears as % of rent collectable	Quarterly
General Needs Housing	Former rent arrears collected per period as a % of total	Quarterly
General Needs Housing	Average re-let time	Quarterly
General Needs Housing	Void Loss (loss of rental income when a property is empty)	Quarterly
General Needs Housing	Tenancy turnover as a % of total stock	Quarterly
Sheltered Housing	Current rent arrears as % of rent collectable	Quarterly
Sheltered Housing	Rent collected as % of rent collectable	Quarterly
Sheltered Housing	Average re-let time	Quarterly
Sheltered Housing	% of properties let within target timescales	Quarterly
Specialist Housing - Temporary Accommodation	Current rent arrears as % of rent collectable	Quarterly
Specialist Housing - Temporary Accommodation	Rent collected as % of rent collectable	Quarterly
Specialist Housing - Temporary Accommodation	Voids (vacant homes)	Quarterly
Specialist Housing - Temporary Accommodation	Average re-let time	Quarterly
Property Repairs	Proportion of homes that do not meet the Decent Homes Standard.	Quarterly
Property Repairs	Percentage of properties that have a valid Energy Performance Certificates (EPC) not lower than an E rating.	Quarterly

Property Repairs	Proportion of (non-emergency) responsive repairs completed within target timescale during the reporting year.	Quarterly
Property Repairs	Percentage of emergency repairs completed on time (24 hours)	Quarterly
Property Repairs	Percentage of non-emergency repairs completed on time.	Quarterly
Property Repairs	Properties surveyed - All properties that are older than 10yrs but have not had a survey in the last 5 years. (pro rata performance as a % of total annual target)	Quarterly
Reputation	Overall satisfaction (Regulator of Social Housing draft Tenant Satisfaction Measures)	Quarterly

- Review the following specific strategic risks at least once a year:
  - Strategic risk 2: Inadequate investment in existing stock.
  - Strategic risk 4: Not maintaining a good level of customer service.