

Appendix B

Tenant Experience Committee Terms of Reference

1. Purpose

- 1.1 To establish terms of reference for the Tenant Experience Committee.

2. Scope

- 2.1 The terms of reference are the responsibility of the Board of Management. Administration of the terms will be through the Chief Executive.

3. References

- 3.1 The Rules of the Association and the Board's terms of reference allow for the establishment of sub-committees and ad hoc groups.

- 3.2 The Regulator of Social Housing's regulatory framework recommends that such sub-committees or groups operate under approved terms of reference.

4. Purpose and Remit

- 4.1 The Committee is accountable to the Board for:

- Effectively scrutinising and challenging service delivery
- Driving tenant-shaped service improvements
- Providing the Board with assurance that AWHHA is fulfilling its regulatory compliance with the Consumer Standards
- Providing the Board with assurance that AWHHA is meeting all its health and safety requirements
- Reviewing compliance with the Housing Ombudsman Complaint Handling Code
- Monitoring that EDI is considered in all decisions made in respect of customers

- 4.2 To achieve this remit, the Committee will:

- Receive and review reports on KPIs, including complaints and customer feedback relating to all operational services
- Review and approve all operational policies, including Health & Safety policies, delegated to the Committee by the Board
- Monitor the ongoing quality of overall services provided to customers through the review of performance, customer feedback methods and customer service standards
- Scrutinise reporting and provide assurance to the Board on customer Health & Safety compliance, including property-related and other external Health & Safety compliance; identify any areas of non-compliance, monitor improvements and report any concerns or issues to the Board
- Receive a regular Complaints and Compliments report detailing AWHHA's complaint handling performance, and recommend any policy or procedure changes to improve service delivery

- Review the Housing Ombudsman Complaint Handling Code Self-Assessment and the Annual Complaints and Service Improvement Report
- Escalate any serious maladministration concerns to the Board
- Monitor satisfaction data and tenant insight to help drive service improvements
- Gain assurance that AWHa is complying with the Regulator of Social Housing's Consumer Standards and refer any potential non-compliance to the Board
- Review performance against the Tenant Satisfaction Measures before submission to the Regulator of Social Housing, ensuring the information submitted is accurate, reliable, valid and transparent
- Review the Annual Report to Tenants prior to publication
- Ensure resident engagement processes are used effectively to inform service delivery
- Suggest any Internal Control audits on operational services as part of the Internal Audit programme

5. Authority

5.1 The Committee is authorised to obtain outside legal or other independent professional advice, subject to budgetary constraints.

5.2 The Committee may ask the Chief Executive to establish what monies are available for the above.

6. Standing Orders

6.1 Membership

6.1.1 The Committee shall be appointed by the Board and will include:

- A minimum of two Board members
- A minimum of two tenant members

Members will be chosen on the basis of skills and expertise.

6.1.2 A quorum shall be three members.

6.2 The Chair of the Committee

6.2.1 The Chair of the Committee will be selected by the Committee.

6.3 Frequency of Meetings

6.3.1 Meeting frequency will be agreed in advance and aligned with Board meetings to ensure business continuity.

6.4 Recommendations to the Board

The Committee will make recommendations to the Board on:

- Submission of TSM data to the Regulator
- Any Internal Control audits on operational services
- Appeals against Housing Ombudsman determinations
- AWHa's compliance with the Consumer Standards

6.5 Delegated Authority

The Committee has delegated authority to:

- Approve relevant operational policies as delegated by the Board
- Scrutinise all Health and Safety-related performance information and refer any matters of concern to the Board
- Review the Annual Tenant Report prior to publication

6.6 Tenure

6.6.1 Chair - will serve for a 3-year period and may then either stand for re-election or a different Chair will be appointed. The maximum term is 6 years. If the Chair is a Board member, the postholder will serve for the length of their Board tenure.

6.6.2 Board members - will serve for the length of their Board tenure.

6.6.3 Tenant members - will serve for a 3-year period and may either step down or stand for re-election for a further 3 years. The maximum term is 6 years.

Reviewed by Tenant Experience Committee: August 2026

Approved by Board: September 2026

Next review due: September 2027