

Planned Maintenance Focus Group

Terms of Reference

A number of keen resident representatives together with South Essex Homes and Southend Borough Council are committed to the development of resident involvement to ensure that the service is continuously improved. To this end it was agreed that a Focus Group would be formed which would look specifically at the issues relating Planned Maintenance

Name

The name of the group will be the Planned Maintenance Focus Group.

Objectives

- Improve communication.
- Improve the provision of information.
- Promote resident participation in decision making.
- Work with South Essex Homes, their Contractors and Southend Borough Council to improve resident involvement.
- Encourage a good working relationship between residents, South Essex Homes, their Contractors and Southend Borough Council and promote a joined-up approach.
- Improve value for money.

Membership

Shall be open to all residents including a maximum of two leaseholders with an interest in Planned Maintenance.

The Resident/Leaseholder members of the existing group shall be solely responsible for inviting further members, to join if there becomes a vacancy.

The resident's choice is that the group will be facilitated and chaired by an officer of South Essex Homes or their nominee.

The minimum number of residents attending this group to enable decisions to be made will be no less than 2. For reasons of practicality, the maximum number of combined resident and leaseholder members will be 4. If a member misses 3 meetings consecutively, then they will be removed from the membership register unless there are extenuating circumstances agreed by the remaining resident's members.

Meetings

Meetings shall be held every 4 - 8 weeks.

Agendas for meetings will be decided at each preceding meeting, however additional agenda items can also be passed to the SEH Planned Maintenance Manager in between meetings.

Administration Support

A Staff Member of SEH will prepare, collate and issue information on behalf of the group as well as take minutes.

Code of Conduct:

1. Members are expected to conduct themselves in an orderly fashion, always respecting other members, both in meetings and on the premises.
2. Offensive, disruptive, threatening or abusive behaviour and language including racist, sexist, disabled or homophobic inflammatory remarks shall not be permitted and will constitute a breach of reasonable behaviour.
3. Members will be aware of the equal opportunities policies of South Essex Homes and will at no time act in a manner which is intentionally contrary to the spirit of these policies.
4. In their roles as members, members should not act in a manner that might bring the panel into disrepute including high levels of rent arrears or be a perpetrator of anti-social behaviour.
5. Members wishing to speak should indicate to the Chair, and then wait to be called upon to speak. All speakers should address the Chair. The Chair's role is to make certain everyone has the opportunity to speak. Members should be careful not to dominate the discussion.
6. Speakers should stick to the subject matter in hand and not stray from the point.
7. Only one person shall speak at a time and there should not be any private debates within the meeting.
8. Any breach of reasonable behaviour will result in a vote of no confidence being called against the offending member and the member will be asked to leave. The meeting will be stopped until that person has removed themselves from the meeting.