



Creu cymunedau i fod yn falch ohonynt
Creating communities to be proud of

TENANT SERVICES BOARD

Information pack for Volunteer Tenant Co-optee role

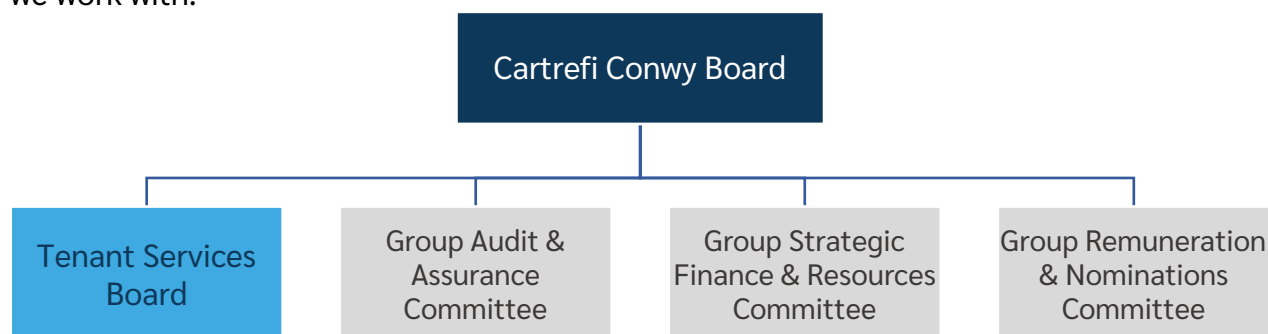
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WHAT IS THE TENANT SERVICES BOARD?

The Tenant Services Board (TSB) is one of four (4) sub-committees of the Cartrefi Conwy Board. Its purpose is to advise the Cartrefi Conwy Board in its responsibilities for ensuring delivery of sustainable affordable housing and support services and excellent customer service, informed by the views and needs of our tenants, residents and others we work with.



WHO ARE MEMBERS OF THE TENANT SERVICES BOARD?

The Members of the Tenant Services Board (TSB) include a small number of Cartrefi Conwy Board members and other people appointed as co-optees. Current members of the TSB are shown on our website page: [Tenant Services Board - Cartrefi Conwy](#)

WHAT IS A CO-OPTEE?

A co-optee is someone appointed to bring additional diversity from lived experiences or relevant skills and knowledge to support good decision making.

WHAT ROLE ARE WE CURRENTLY RECRUITING FOR?

We are currently seeking to recruit a **Volunteer Tenant co-optee** to work collaboratively with board members and colleagues **on the Tenant Services Board** to help ensure that we:

- Deliver excellent customer service
- Provide affordable, quality housing for those in need; and
- Hear the tenant voice through a range of opportunities for tenants to get involved and influence decision making at a strategic level.

As a Tenant of Cartrefi Conwy, we expect that you will already have an active interest in the work of Cartrefi Conwy and a good understanding of what's important to our tenants. If appointed to this role, you will have the opportunity to make a meaningful contribution to the work of the Tenant Services Board, which will influence decisions about the homes and services Cartrefi Conwy provide.

Additionally, on a personal level this opportunity could help you;

- Build your confidence when working alongside others
- Increase your knowledge of business priorities and processes
- Broaden your employment opportunities

WHAT IS THE TENANT SERVICES BOARD RESPONSIBLE FOR?

The Tenant Services Board works to Terms of Reference set by the Cartrefi Conwy Board. The Tenant Services Board will seek assurance, advise and report to the Cartrefi Conwy Board on matters of strategy, policy and practice relating to the following;

- Housing supply, allocation and management
- Housing quality and standards
- Customer service: choice, standards, communication
- Health & Safety and Safeguarding
- Community engagement, development and regeneration
- Cost, affordability and value for money of Housing and related services, from both business and end user perspectives
- Impact on Housing & related services arising from new or changes to Government policy and legislation
- Corporate and Service User Communication

WHAT DOES THE WORK INVOLVE?

The scope of work of the Tenant Services Board includes reviewing performance in those areas of its responsibility. The TSB can also commission other appropriate reviews to support risk mitigation and continuous improvement, particularly in relation to:

- Income collection & arrears
- Allocations & Void properties turnaround
- Supporting People services
- Health & Safety (Tenants & Properties)
- Housing and Tenant support services delivered by subsidiary and external contractors

The Tenant Services Board will also receive, consider and provide appropriate responses to reports received from the Cartrefi Conwy Tenant Scrutiny and Overview Panel, service user focus groups and external sources relating to tenant and community focussed services.

HOW OFTEN DOES THE TENANT SERVICES BOARD MEET?

Usually four (4) times a year. The dates and times of meetings are planned a year in advance to suit the availability of most members on a given day. This is so that members can plan to attend well in advance. Meetings are usually spread 3 months apart and generally last about 2 hours.

Business meetings are conducted in English. Meetings are ordinarily held in person at our Head Office (Morfa Gele) in Abergel. During Covid19 restrictions we have been holding meetings virtually using Microsoft Teams. Looking forward, even if meetings are arranged to be held in person, it will be possible for members to occasionally attend virtually from their home if circumstances require.

Members are also often invited to other Cartrefi Conwy events (formal and social), such as Board Strategy days or specific briefings, conferences and community events.

HOW ARE MEMBERS SUPPORTED TO FULFIL THEIR ROLE?

The work of the Tenant Services Board (TSB) is sponsored by the Managing Director of Cartrefi Conwy, who is an employee and the Executive lead for the areas of business which the TSB is responsible for. They and other employee colleagues will provide information and reports to the TSB and support discussions as relevant to their specific areas of responsibility.

Members of the TSB are provided with an ipad or laptop computer and allocated a special @cartreficonwy email account to enable them to access meeting papers and other relevant information through a dedicated board members' application called 'Convene. They also use this email account to receive and send communications relevant to their appointment and work of the TSB.

Members receive training to help them understand their role and the matters they are asked to make decisions about. They can also be assigned a 'mentor' to help them get to know and understand the business in more detail. Members are required to abide by the Board's Code of Conduct.

Members can claim expenses for any authorised and necessary costs incurred by them in relation to their appointment, typically travel costs. We will also reimburse expenses relating to professional care for a dependent family member while they attend a particular meeting or event at our request.

ROLE DESCRIPTION: Volunteer Tenant Co-optee

This role involves considering and discussing matters relating to the provision of services, proposals for changes to services, policies and performance information about services provided by Cartrefi Conwy. You will need to be a Cartrefi Conwy tenant and be well informed about the diverse challenges experienced amongst those living in our communities.

PERSON SPECIFICATION: Volunteer Tenant Co-optee

Below are some key areas of experience and knowledge, and personal qualities, that we look for when appointing members of the Tenant Services Board.

EXPERIENCE.

- As a Tenant with Cartrefi Conwy and/or other social housing providers or private landlords
- Experience of working or volunteering (paid or unpaid) with others

KNOWLEDGE & INTERESTS.

- Improving access to housing and related services for all
- Issues that might impact on a Tenant's ability to meet their tenancy obligations
- Issues that could impact on the ability of the Landlord to provide safe homes and quality services
- Use of modern digital technology (computer, ipad, email, mobile phone apps etc)

SKILLS & BEHAVIOURS:

- Commit appropriate time to prepare well for each meeting in advance, which will involve reading background reports etc., as well as attending the meetings on a regular basis
- Able and willing to attend and participate in relevant training sessions, some of which may be compulsory.
- Consider the facts based on evidence and not personal pre-conceived views and ideas
- Share and explain your views and ideas briefly, in a way that others will understand
- Consider other people's point of view and avoid being judgemental
- Understanding of and a commitment to the principles of equality and diversity

We will be interested to hear about your own interests and life experiences in relation to these, and how, if appointed, you will use these to contribute to the work of the TSB.

If you are interested in finding out more about this exciting opportunity, please let us know by 14th October 2021.

You can do this by email to: govadmin@cartreficonwy.org or by telephone to our Customer Service Team: 0300 124 0040. Please provide your name and contact details so that a member of our Governance team can get back to you with further information.

Closing date for applications: 31st October 2021.

HOW DO I APPLY AND WHAT IS THE SELECTION PROCESS?

Complete and return the accompanying **Application Form** by the Closing Date shown above.

Send it by email to: govadmin@cartreficonwy.org or by post to:

The Company Secretary, Cartrefi Conwy, Morfa Gele, Cae Eithin, North Wales Business Park, Abergele LL22 8LJ

All applications will be considered against the key areas of experience and knowledge, and personal qualities listed in the Person Specification above. We may then invite you to meet with our interview panel to discuss your application in more detail.

Once a decision has been made whether to offer you the appointment or not, we will let you know.