



REPAIRS AND MAINTENANCE PANEL - TERMS OF REFERENCE

Purpose

These Terms of Reference (TOR) set out the role, rights and responsibilities of the Torus Repairs and Maintenance Panel.

The Repairs and Maintenance Panel was established to provide a specialist focus across the landlord/tenant services Torus provide to drive change to ensure first-class day to day repairs and maintenance service. Torus want the tenants voice at the heart of everything they do and through this Panel, the tenants' thoughts, opinions and ideas can help shape the service and maintain quality homes everyone can be proud of.

The purpose of this Panel is to work together with tenants to monitor this critical service that Torus provides, aiming to ensure the provision of an efficient, consistent responsive repairs service which represents value for money.

Torus recognises that its customers consider the delivery of an excellent repairs service to be very important to them. As such Torus aims to provide a quality service, on time and with the highest standards of customer care. This Panel will help to achieve these aims ensuring flexibility, consideration for individuals and continuous monitoring of the cost-effectiveness of the repairs services team to meet the challenging and developing expectations of Torus customers.

Role of the Panel

The role of the Panel will to:

- To contribute to ensuring that Torus is compliant with the relevant Regulator of Social Housing's Consumer Standards, (as updated from time to time) in particular the Homes Standard which currently specifies that Registered Providers shall:
 - (a) Provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of. And offers choices to, tenants, and has the objective of completing repairs and improvements right first time.*
 - (b) Meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.*

- To work in partnership with the Torus team to update the repairs service offer
- To support Torus to raise standards for tenants by undertaking quality checks on all aspects of repairs performance including the following:-
 - Reporting
 - Scheduling
 - Appointments
 - Inspections
 - Prioritising work
 - Out of hours
 - Delivery
 - Workflow
- To have an overview of Torus quarterly performance in relation to repairs and maintenance and, where appropriate, challenge emerging themes and performance trends in repairs and maintenance including tenant satisfaction.
- To review the operational performance of all repairs and maintenance contractors with particular focus on key performance indicators and performance relating to health and safety
- To provide feedback, and where appropriate, escalate any gaps/weakness and assurance to the Landlord Operations Committee (LOC)
- Each service area will work with the panel to provide information relating to the performance of the Repair and Maintenance service if requested including:
 - (a) Performance related data specific to their work area
 - (b) Provide examples of the customer journey
 - (c) Feedback on their specific element of the service
- To oversee the implementation of agreed improvements which will usually be monitored in an action plan that the Panel will review and sign off
- The Panel will seek to ensure that learning from repair complaints drives improvements for all tenants
- To co-create the annual self-assessment against the RSH Homes Standard with Torus colleagues
- With the support of Torus colleagues, Panel members will keep up to date with wider sector trends and ensure learning from the RSH
- Identify areas of Tenant Inspectors and Mystery Shoppers (TIMS) when required
- Influence future Scrutiny Panel reviews for a particular service area (when required)
- Report any findings that are relevant to other groups of panels, eg Complaints Panel, Diversity and Inclusion Group etc.
- Ensure equality, diversity and inclusion considerations are paramount when taking into account all the aspects of the Repairs and Maintenance service
- Contribute to the Tenant Annual Report and the Responsive Repairs and Maintenance Policy review every year or prior to this where legislative change or amended work practices are introduced in line with the Repairs and Maintenance contract, or to comply with best practice.

Membership

The Repairs and Maintenance Panel will comprise of a maximum of 5 tenants selected and recruited based on their skills. The Chair will be a Torus tenant representative if possible and if this is not possible, a Torus Tenant Voice team member. The Chair will receive additional appropriate training supported by the Tenant Voice Team and will be responsible for agreeing the meeting agendas, identifying any training needs and proposing discussion items.

The profile of the Panel should, where possible, reflect the tenant base of Torus and represent the 3 heartlands.

Membership will be for 3 years but can be extended. Where a member leaves the Panel before the end of the term, a recruitment process will be undertaken. All terms are subject to an annual review.

Membership of the Repairs and Maintenance Panel is only open to those who meet at least one of the following criteria:

- Current tenants of Torus; or
- Current customers of Torus, ie, are currently in receipt of, and pay for, regular or periodic ongoing services from Torus, eg, leaseholder, or share owners

Exclusions apply to the following groups: whom may not be eligible to apply:

- Members of staff within Torus; or
- Customers in material or serious breach of their tenancy or lease agreements
- Anyone under 18

Other considerations:

- All vacancies are publicised, and anyone who is interested and eligible can express an interest
- New members to the Repairs and Maintenance Panel will be appointed through a election process
- New members of the Panel will participate in training when required
- Members will be expected to act as individuals and not represent any interested group, area or political party
- All information will be provided to the Panel in an anonymised format. The role of the Panel will not be to deal with individual repairs
- New and continuing membership will be subject to an annual appraisal and personal development process, which will take account of attendance, contribution to reviews and how members work as part of a team
- Any member who is in breach of their tenancy conditions or becomes involved in any activity which brings the name of the Repairs and Maintenance Panel and/or Torus into disrepute will be suspended, pending investigation, and may be asked to resign

- If a group member wishes to resign, they should inform the Tenant Voice team in writing or by e-mail
 - All members must sign the code of conduct and confidentiality agreement. Any Group member who breaches the code of conduct will be asked to leave the Panel
 - As the scope of the Repairs and Maintenance service can encompass different service areas and team it is anticipated that the following teams will work together with the panel
 - Torus Assets
 - Customer HUB
 - HMS
 - Neighbourhoods
 - Tenant Voice
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Meetings

The Group will meet quarterly, additional meetings may be set to cover training and development.

Torus will provide reasonable travel expenses and electronic equipment in order for members to participate in meetings.

- Members of the Repairs and Maintenance panel should make every effort to attend meetings. If a member is unable to attend, apologies should be sent to the Tenant Voice team in advance of the meeting to avoid unnecessary costs
- Any member missing a meeting without giving prior apologies may be contacted by the chair and/or a representative from the Tenant Voice Team
- If a Repairs and Maintenance Panel member fails to attend three meetings in any rolling 12-month period without giving prior apologies, it will be assumed they no longer wish to be a member of the Panel and their membership will be terminated
- Torus recognises that there may be exceptional circumstances preventing a Panel member from attending training and/or meetings eg ill health. Such circumstances will be discussed confidentially and an agreement regarding involvement will be reached by both parties
- An attendance register is to be kept for all meetings (to include apologies and authorised absences) and Torus will provide support to ensure the effective running and smooth administration of the Panel
- The Tenant Voice Team will support the Panel to obtain data, reports etc from internal teams in a timely manner to support repairs and maintenance function
- The quorum of the Group will be 2 members plus the Chair

Safeguards

Members must:

- Adopt and abide by the code of conduct; and
- Attend appropriate training
- Uphold Torus' high standards of conduct and probity by adhering to the code of conduct and respecting confidentiality of information; and
- Remain objective and not bring personal issues into their work with the Repairs and Maintenance Panel
- Repairs and Maintenance Panel members must not disclose confidential information to anyone else outside the group. Members who breach confidentiality will be removed from the Panel
- The Repairs and Maintenance Panel shall conduct an annual review of its work and effectiveness, with the support of a Tenant Voice team member. This annual review will include a review of the terms of reference.