



TERMS OF REFERENCE RESIDENTS' FORUM

1.0 Name

1.1 Residents' Forum

2.0 Role and Purpose

2.1 The Residents' Forum will act as the principle representative body, for the purpose of consultation with residents by Merton Priory Homes, in relation to decisions made concerning the improvement of service delivery, performance and reviewing progress against the resident involvement strategy.

3.0 Objectives

To achieve its objectives the Residents' Forum will:

3.1 Support, represent and promote the interest of all Merton Priory Homes residents, and provide a residents' perspective on policy reviews.

3.2 Influence from the outset, the setting of service targets/standards and major decisions that affect the service.

3.3 Be able to receive and request reports, which will be used to monitor and review service performance on:

- Repairs & Maintenance: performance and satisfaction
- Customer Services: monitor and report on performance and satisfaction
- Anti-social behaviour: performance and actions taken
- Estate Services: satisfaction and service arrangements
- Resident Involvement: activities and impact
- Diversity: targets and service development
- Merton Standard: reinvestment programme

3.4 Monitor the implementation of actions resulting from service reviews. Meetings will also receive information and have the opportunity to influence decisions about the following areas, which will likely, to be of interest:

- Community Regeneration (Community Fund)
- New development and growth to meet housing needs
- Proposed changes to policies and procedures

- Impact assessments into service delivery
- Estates improvement programme

4.0 Valuing Diversity

- 4.1 The Forum shall promote equal opportunities and value the diversity of all the communities and interest groups that it represents, and work for good relations amongst all residents, specifically prohibiting any conduct which discriminates or harasses on the ground of race, gender, age, sexuality, disability and religion.
- 4.2 Every effort will be made to ensure the members of the Forum represent a geographical balance based on housing, as well as representing diverse communities and interest groups.

5.0 Membership

- 5.1 The Forum will be open to all tenants, leaseholders and representatives of service charge paying freeholders living in properties owned or managed by Merton Priory Homes, subject to the provisions contained in 5.2
- 5.2 No person may become or remain a Forum member if he/she becomes an employee of Merton Priory Homes or any of the registered providers that form part of the Circle Anglia Group, unless considered and authorised by the Managing Director of Merton Priory Homes.

6.0 Officers of the Forum

- 6.1 The Forum will elect/ nominate a Chair and Vice Chair on an annual basis. If an election is required this will be determined by a simple majority of members.
- 6.2 The Chair will chair all meetings and conduct the business of the Forum. In the absence of the chair the V/chair will chair the meetings. A condition of both posts is regular and committed attendance.
- 6.3 The Chair will liaise with Merton Priory Homes lead officer to draw up an agenda and agree the reports for each meeting.
- 6.4 The Chair will be the spokesperson for the Forum.
- 6.5 The Chair will serve a maximum of one consecutive year.

7.0 Quorum

- 7.1 No business shall be agreed at any Residents' Forum meeting unless a quorum is present. A quorum is ten members present.

8.0 Administrative Support

- 8.1 The Consultation & Communications Team will be responsible for arranging, administering all meetings and supporting the development of Forum members.
- 8.2 Agendas and items for consideration will be sent out in advance of meetings and Forum members can put forward agenda items where appropriate.
- 8.3 The minutes of the Forum shall be available 10 working days after the meeting for members of the Forum. The minutes will be available on the MPH Website.

9.0 Meetings

- 9.1 The Forum shall meet 12 times per year.
- 9.2 Invitations to attend the Forum may be extended to other Merton Priory Homes staff to advise and support the work of the Forum.
- 9.3 The Forum will not have any standing sub-groups or working parties although ad hoc 'task and finish' groups may be formed to look at specific issues. These will report back to the main Forum and then disband.
- 9.4 Additional meetings of the 'task and finish' groups will take place as necessary.

10.0 Voting

- 10.1 When decisions need to be made by the Forum, the Chair will put this to a vote.
- 10.2 Decisions that are put to a vote will be made on the basis of the majority, and the Chair will have the casting vote if a majority is not achieved.

11.0 Responsibilities

- 11.1 Merton Priory Homes believes that continuous service improvements can only be delivered through working closely with its residents, demonstrating to them that their involvement can make real difference.
- 11.1 This can only be achieved if each member of the Forum:
 - Act as a channel of two-way communications between Merton Priory Homes and residents.
 - Take every opportunity to make residents aware of the role and purpose of the Forum

- Support new and existing residents associations and works with the Merton, Tenants and Residents' Federation (MTRF)
- Bring forward new ideas and facilitate the sharing of good practice
- Consider the agenda items and reports prior to each meeting
- Undertake appropriate training
- Be prepared to undertake visits for the purpose of benchmarking and information sharing.

12.0 Review of the Terms of Reference

12.1 The Residents' Forum will review the terms of reference annually.