

Customer Committee

Terms of Reference

Number of Members	At least five and a maximum of nine Members.
Membership	The Customer Committee shall consist of: <ul style="list-style-type: none"> • Six Customer Members • The Resident Board Member • Two Independent Board Members one of whom should be the Group Chair
Quorum	Three Members which shall include at least one Independent Member. The only business that may be transacted by an inquorate meeting is to arrange a time and date for the next meeting.
Frequency of Meetings	The Committee shall meet at least six times a year and meetings will coincide with the Board meetings.
Appointment of Members	<ul style="list-style-type: none"> • The committee will be appointed by the Board. • Membership will be open to tenants, leaseholders, and shared owners of the Group. • Membership will be reviewed where the Members circumstances change, meaning they no longer meet the person specification requirements, they must step down from the Committee.
The Chair	<ul style="list-style-type: none"> • The Chair will be the Group Board Chair. • The Vice-Chair will be a Tenant Board Member.
Reporting	Minutes of Committee meetings shall be agreed by the Chair and circulated to all Members of Group Board. Minutes will be presented to Group Board unless a conflict of interest exists.

6. Terms of Reference and Delegated Authority of the Customer Committee

- 6.1 The Group Board has delegated to the Customer Committee the development and implementation of the Groups approach to customer engagement, scrutiny and the outcomes and actions relating to the Tenant Satisfaction Measures (TSM).
- 6.2 The Customer Committee will ensure the Group meets the expectations and outcomes of the Consumer Standards, namely the Tenant Involvement and Empowerment Standard; Tenancy Standard; Home Standard and Neighbourhood and Community Standard.
- 6.3 The Committee shall ensure that it discharges its delegations in compliance with the Group's Code of Governance.
- 6.4 The Committee will:

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<i>Performance Monitoring</i>	<ul style="list-style-type: none"> • Receive biannual reports in relation to the compliance with the Tenant Involvement and Empowerment Standard; Tenancy Standard; Home Standard; and Neighbourhood and

	<p>Community Standard.</p> <ul style="list-style-type: none"> • Approve service standards which relate to all services delivered to tenants, leaseholders and shared owners • Monitor and review landlord services, making recommendations for improvement as appropriate • Request 'deep dives' into particular areas of landlord services as the committee sees fit • Approve and periodically review the outcomes within the Customer and Community Strategy • The Committee will report, as necessary, any areas of operational compliance to the Group Audit and Risk Committee.
<i>Customer Voice</i>	<ul style="list-style-type: none"> • Design and deliver the Customer's Annual report. • Act as a sounding board on all aspects of customer voice, offering advice and guidance on how best Gentoo can offer all households the chance to voice their views and that Gentoo will actively listen to them. • Have oversight of and review community involvement activity, with a focus on the social value it creates.
<i>Scrutiny</i>	<ul style="list-style-type: none"> • Plan and commission service reviews following results from the quarterly TSM reports or any other areas of operational activity which sits outside of the TSM's • Self-assess compliance with the Regulator for Social Housing's Consumer Standards and report this to Board for sign-off • Review compliance with the Housing Ombudsman's Complaint's Code and report this to Board • Monitor Key performance Indicators (KPI's) from Gentoo's Performance Management Framework, along with other information identified through customer feedback and complaints.
<i>Assurance</i>	<ul style="list-style-type: none"> • Provide the Group Board with formal assurance that it is satisfied that the consumer standards are being met and that the Group's agreed service standards are being met. • Recommend service areas for inclusion in the internal audit plan.
<i>Other</i>	<ul style="list-style-type: none"> • Consider risks in relation to the delivery of the operational services and periodically review the relevant risk registers • Work with Gentoo colleagues to ensure the landlord service meets the strategic and business objectives of the organisation; and the Regulatory Standards for Social Housing • Be involved in the recruitment of key customer facing roles