



Keniston

Terms of Reference for the Resident Panel

1. Membership to the resident panel is open to all residents, both tenants and Leaseholders. These terms of reference apply to members of the panel.
2. As agreed by the panel in May 2012, members did not want separate panels; they wanted to participate on any aspect of scrutiny on areas of their particular interest.
3. The panel will operate within Keniston's Diversity policy.
4. Keniston staff will support the panel in terms of training and development. We will facilitate meetings, providing a venue, transport, and refreshments where necessary. Members can claim reimbursement for any expenses incurred subject to documentary evidence.
5. The panel agreed during the resident involvement review that 2 service reviews per year is sufficient. The services to be reviewed are driven by the policy review dates, unless there is a service failure which will prompt a review of that service.
6. Participation can be by survey, focus group, or tenant inspector. Members should represent their own views based on experience and / or scrutinise satisfaction and other data in to suggest and support improvements to the service. Feedback should be honestly and constructively given. Tenant inspectors are required to have an induction on code of conduct and sign the code.
7. Issues of general interest discussed at meetings are not confidential, except where stated. Members are required to observe confidentiality. Personal issues will not be discussed at meetings or focus groups.



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8. We will carry out a review of the panel each year, and members can indicate their wish to stay on the panel, or resign from the panel. New members can join at any time of the year, and members wishing to stand down can do so at any time. Should a member cease to be a Keniston resident they will automatically cease to be a member of the group. No member will be removed without good reason, which will be discussed and agreed with the Operations Manager
9. There are no criteria for membership, other than to be a Keniston resident and a desire to assist the Association to improve services.

Contact information

Your main point of contact is **Lynn Russ**, Engagement & Communications Officer, however if she is not available you can speak to Vivienne Astall, Operations Director:

Keniston Housing Association, 13 Artington Close, Farnborough, Kent BR6 7UL

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