Keniston

Terms of Reference for all involved residents

1. Membership to become an involved resident or resident panel member is open to all residents, both tenants and Leaseholders. These terms of reference apply to all involved members.

2. As agreed, members did not want separate panels; they wanted to participate on any aspect of scrutiny on areas of their particular interest.

3. The panels will operate within Keniston's Diversity policy.

4. Keniston staff will support the panels 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. It was 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 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 for all other matters. Personal issues will not be discussed at meetings or focus groups.

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8. We will carry out a review of the panels each year, and members can indicate their wish to stay on the panels, or resign from the panels. 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 Director.

9. There are no criteria for membership, other than to be a Keniston resident and a desire to assist the Association to improve services.

10. Involved residents should only consider accepting gifts and hospitality of a minor nature in order to avoid any perceived or actual conflicts of interest. Where in doubt before accepting such offers, these should be checked with the Company Secretary. All gifts and hospitality received must be notified to the Company Secretary to record in a "Gifts" book.

Contact information

Your main point of contact is **Lynn Russ** Engagement & communications officer, however if she is not available you can contact Sue McDonnell Operations Director.

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