



**Nottingham**  
**City Homes**

**HOUSING MANAGEMENT SERVICES  
COMMITTEE**

**TERMS OF REFERENCE  
&  
DELEGATION OF POWERS**

## **Housing Management Services Committee**

### **Terms of Reference**

The Housing Management Services Committee is charged with assisting the Board to fulfil its obligations that the Company runs in an efficient, effective and viable way in the provision of effective services that meet customer needs.

The Housing Management Services Committee is accountable to the Board for monitoring the service risk registers, the financial and service performance of the Housing Management Service, and ensuring that the Company is striving to continually improve its performance in relation to its peers and to the satisfaction of the Council and the Council's tenants. The Housing Management Services Committee is also responsible for developing new business and service development opportunities for housing management service.

The Housing Management Services Committee also has specific responsibility to monitor the effectiveness of the Company's tenant involvement arrangements on behalf of the Board.

Papers relating to the Housing Management Services Committee will be made available to all Board members. Board members who are not member of the Housing Management Services Committee may attend the Committee and contribute to the debate, subject to declaring any conflict of interest, they will not however have any voting rights.

### **Service Areas Covered By Housing Management Services Committee**

- Supported Housing
- Voids Management and Co-ordination
- Allocations and Choice Based Lettings
- Tenancy Management, including ASB
- Estate Management, including public realm
- Income Management
- Leaseholder Services

<b>Delegated powers</b>
<b>General Governance</b>
Receive and consider related reports from staff on any statutory, regulatory or inspection reports, recommendations, or notices of non-compliance with requirements in relation to the Housing Directorate, as well as the proposed responses and action plans.
Ensure the Company is operating within recognised codes of practice and Standards.
<b>Financial and Investment Matters</b>
Monitor and review financial performance within the Directorate.
Monitor the performance of key Housing Directorate Service Level Agreements.
<b>Audit and Internal Control</b>
Receive and consider Housing Directorate audit reports by the internal auditor on significant audit findings, together with the response from managers to these reports.
Monitor the timely implementation of Housing Directorate audit report recommendations and the respective actions agreed by management.
<b>Risk</b>
To assess, monitor and review the key Directorate risks and the Housing Directorate Risk Register on a quarterly basis.
<b>Performance monitoring and improvement</b>
Ensuring performance against key customer service performance indicators and service budgets are systematically monitored
Reviewing proposed key customer service standards, performance indicators and service budgets for the forthcoming year
Securing continuous improvement in the quality and efficiency of customer services by establishing, overseeing the delivery of, and taking decisions arising from the results of a programme of best value reviews
Commissioning, reviewing the results, and determining action plans from, customer research.
Benchmarking service delivery costs against external comparators, reviewing the results, and determining action plans to deliver service efficiencies.
Agreeing service improvement plans and for monitoring progress in relation to this. Agreeing any service action plans arising from inspections/service audits and monitoring progress in implementing the plans.
Reviewing performance against allocations and lettings targets and ensuring compliance with the relevant policies and procedures.

<b>Tenant involvement</b>
Effective and meaningful consultation with tenants, residents and leaseholders, where appropriate in operational matters.
<b>Customer services policies and strategies</b>
Determination, and review on a planned rolling programme, of key strategies and policies for customer services including voids, allocations, income management, leasehold management, tenant and leaseholder involvement, tenancy and estate management, supported housing.
Review of, and advice to, the Board, on tenant involvement/resident consultation strategy and the Tenant Compact
Responsible for identifying and agreeing service development opportunities.
Reporting to Board all major service developments which have an impact on the way services are delivered; Company's reputation; financial position; performance and or relationship with external partners.
<b>Partnership Working</b>
Approval, and monitoring provision, of customer-related services provided by other organisations
Exploring opportunities to work with other organisations to increase efficiency and effectiveness of the service delivery
Monitoring of management services provided to other organisations
Responsible for service development opportunities.