



**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 distributed 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
- Tenant and Leaseholder Involvement
- Leaseholder Services

<b>Delegated powers</b>
<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>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>
Keeping the effectiveness of the tenant involvement/resident consultative structures under review, promoting the effectiveness of involvement, and regularly consider and advise the Board on any potential for budgetary or other decision-making responsibility to be delegated to Area Panels/Forums,
<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
Identifying new business opportunities for the service.
<b>Financial and Investment Matters</b>
Ensuring financial viability of the Company by the monitoring and review of quarterly management accounts.
Monitor the performance of Service Level Agreements, and approve SLA's over the value of £150,000 pa
Review the proposed annual revenue budget and recommend its approval to the Board
<b>Audit Matters:</b>
Sign off individual audit plans relating to housing services, receive and consider reports by the internal auditor on significant audit findings, together with the response from managers to these reports
Receive and consider reports on any statutory, regulatory or inspection reports, recommendations, or notices of non-compliance with requirements and proposed responses and action plans
Monitor the timely implementation of recommendations
Ensure the service is operating within recognised codes of practice and standards
<b>Systems of Internal Control</b>
Ensure adequate processes are in place for the safeguarding of Company assets
Ensure compliance with the financial regulations, and recommend any proposed revisions to the board
<b>Risk</b>
Provide assurance to the Board that there is a sufficient and systematic review of the risk management arrangements within the service area.
<b>Fraud</b>
Ensure that the impact of alleged or fraudulent activity on the organisation's framework of internal control is properly assessed