

**ITEM: 5**

**PROPERTY SERVICES COMMITTEE  
16 NOVEMBER 2009**

**PROPERTY SERVICES COMMITTEE - TERMS OF REFERENCE**

The Property Services committee (PSC) is charged by the Board with the responsibility and authority to ensure that the affairs of the Company in relation to the delivery of an efficient, effective and viable repairs and maintenance service is carried out.

The Property Services committee (PSC) shall on behalf of the Board establish a framework, monitor and determine the effectiveness of planned property investments, renovations and new build activities that the Company may from time to time undertake.

The Property Services committee (PSC) shall be accountable to the Board and shall report upon its activities at each meeting of the Board.

The Board shall ensure that as appropriate suitable arrangements and authority for any urgent decisions of the Property Services committee between Board meetings are in place.

On behalf of the Board the Property Services committee shall as appropriate ensure that the Company's affairs in relation to those connected activities that are specifically set out within the Management Agreement between the Company and the City Council in relation to;

- Customer Service policy and strategy
- Risk Management
- Service Performance and Improvement
- Tenant Involvement
- Financial

and that may from time to time be more particularly described and detailed within the Company's Annual Delivery Plan are at all times appropriately and effectively considered.

<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 the two Property Services areas of operation namely, Commercial Delivery and Asset Management	
Review of, and advice to, the Board, on all matters pertinent to the Property Services portfolio	
The acceptance of reports from the Director of Property Services for decision by the committee	
<b>Performance monitoring and improvement</b>	
Reviewing high level performance against key outcomes	
Reviewing and prioritising high level risk in relation to the Property Services portfolio	
<b>Tenant involvement</b>	
Keeping the effectiveness of the tenant involvement/resident consultative structures under review, promote actions to promote their improved effectiveness,	
<b>Financial</b>	
Review and monitoring of high level budget activity	
Review of capital and revenue budget setting activity within Property Services	

### **Mission Statement**

The Property Services committee acting on behalf of the Board of Nottingham City Homes shall through its close working relationship with the Director of Property Services actively encourage and seek to create a culture that will continually seek to improve the quality of maintained housing stock across the City through but not limited to strategic and innovative investments that will be linked to realistic outcomes together with setting out underlying objectives that will add real and measurable value to those services provided.