

Tenant Rents Panel

Terms of Reference



Tenant Rents Panel (TRP) is a sub-group of the Tenancy and Estate Management Forum. It has existed since 2003.

The main purpose of TRP is to act as a consultative group, advising on and scrutinising rents performance and practice. It is a small informal panel and has not elected a Chair or Vice-Chair to date, although there is no reason why this could not happen.

Tenant Rents Panel responsibilities are as follows:

- To scrutinise rent collection performance, including BVPIs, local and performance indicators
- To be the company lead in consultation on all rent matters
- To be consulted and advise on annual rent setting
- To be consulted and advise on rent arrears recovery practice and procedure
- To be consulted and advise on rent related documentation, including letters, statements, publicity material, Service Charters, etc.
- To be consulted and advise on the Rents Service Improvement Plan
- To be consulted and advise on partnership working

Tenant Rents Panel meet every 8 weeks.

Membership is available to all tenants with an interest in this area and would welcome new members. The panel is administered by the Head of Rents.

Key activities that TRP have made an essential contribution to:

- ✓ Rewriting of arrears escalation procedures in 2004 to shorten the process improving performance & value for money
- ✓ Reviewing policies in 2007
- ✓ Reviewing arrears documentation & letters in 2007
- ✓ Reviewing Service Charters in 2008
- ✓ Providing feedback on rent setting in 2006, 2007 & 2008
- ✓ Reviewing inspection feedback in 2006 & 2007