THA's Tenant Influence Panel (TIP)

Terms of Reference – July 2024

1. Purpose of the TIP

1.1. To receive quarterly performance reports and scrutinise the performance of the THA landlord services.
1.2. To influence THA's strategies and policies.
1.3. To influence how THA delivers their landlord services.
1.4. To be able to select one landlord service performance area for deep dive per meeting. These will be planned in advance and any review and recommendations will be based on up-to-date data, information and insight.

2. Main responsibilities of THA and members

2.1. All members will make their best efforts to attend all meetings. Persistent inability to attend meetings might result in a member being asked to stand down.
2.2. Members will be expected to read any information before the meeting. THA will support any member who needs support with accessibility to information and the meetings.
2.3. THA will ensure it is open and transparent and provide information and access to relevant information for the TIP.
2.4. The Director of Operations will attend all TIP meetings to present information and answer questions, and work in a collaborative way with tenants.
2.5. A members will contribute as an engaged tenant in its widest sense, and not act as a representative of other tenants. Individual tenant or scheme matters will not be discussed at the meetings. These should be raised in the usual way through contacting THA enquires.

3. Number of members and membership

3.1. The TIP shall be made up by a maximum of 10 THA tenants.
3.2. Membership is open to any THA tenant but limited to one member per household.
3.3. To ensure the TIP is representative, the members appointed will be proportionate to the types of homes (sheltered, general needs, sheltered) THA owns.
3.4. THA will aim to appoint to the TIP members that are representative of the diversity of its tenants' base.

4. Quorum

4.1. There must always be a quorum at each meeting. That means there must be at least four members present at a meeting for it to take place and for reporting from the meeting to be shared with the Board.

5. Frequency of meetings

5.1. There will be four meetings each calendar year.
5.2. Due to THA's geographical spread of homes, these meetings will take place online.

6. Appointment of members

6.1. Appointments to the TIP will be made by the THA Operations Director.
6.2. All members will be appointed for a period of 3 years.
6.3. The chair of the TIP will be appointed by the Operations Director in consultation with the TIP. In the absence of a chair, the Operations Director will support the TIP with an interim arrangement until a chair is appointed.
6.4. Occasionally the chair might be asked to attend or present at a Board meeting or event. THA will support the chair to do this, if needed.

7. Reporting

7.1. Minutes of each meeting will be submitted to the Board meeting immediately following that meeting.
7.2. An annual report on the influence of the TIP's work will be presented to the Board at the end of March each year, it will also include a review of the effectiveness of the TIP.

8. Underpinning values

8.1. THA will ensure activities are inclusive, and that a key outcome of this TIP is to influence the strategies, policies and landlord services at THA in a professional and supportive way.
8.2. The TIP will ensure that THA is taking account of tenants' diverse needs, and that any recommendations made are equitable to all tenants.

9. Review of the terms of reference

9.1. The terms of reference will be reviewed every two years and approved by the Board.