



# Tenant Panel & Client Involvement Committee Terms of Reference (ToR)

**Version:** 2025.1

**Review Date:** July 2026

**Approved By:** Board

**Applies To:** Tenants, Staff, and all properties managed by Aves Housing

## Purpose and Scope

This ToR outlines the structure, responsibilities, and strategic role of the Tenant Panel and Client Involvement Committee (CICB) at Aves Housing. Together, they form a Designated Tenant Panel under the Housing Ombudsman's Complaint Handling Code, ensuring tenant voice, service improvement, and transparent governance across supported living and general needs housing.

## Structure and Membership

- **Composition:** Includes current and former tenants, house representatives, independent partners, and invited staff or directors.
- **Leadership Roles:** Chair, Vice Chair, Treasurer, and Secretary elected bi-annually.
- **Meeting Frequency:**
  - Formal Panel Meetings: Every 3 months (2-hour duration; quorum: 3 members)
  - Emergency Meetings: Convened as needed to resolve complaints or escalate to the Housing Ombudsman
  - Staff Integration: Tenant Panel representative attends weekly staff meetings
  - Wellbeing Outreach: Monthly tenant calls conducted by the Wellbeing Team
- **Support Provided:** Travel, refreshments, and accessibility support for participants

## Functions and Responsibilities

### Governance and Oversight

- **Complaints Review:**
  - Over 95% of complaints reviewed in 2024/25 were confirmed as fairly resolved
  - Emergency meetings may be convened to escalate unresolved complaints
- **Eviction Procedures:**
  - Panel members participate in reviews and appeals to ensure fairness
- **Client Recruitment Involvement:**
  - Tenants systematically involved in staff selection; outcomes monitored
- **Strategic Planning:**
  - Annual work programme aligned with Trust objectives and resourced appropriately
  - Projects include specific actions, responsibilities, and measurable outcomes

## Operational Influence

- **Feedback Loop:**
  - Weekly staff meeting attendance ensures tenant concerns inform daily operations
- **Direct Access:**
  - Tenants can raise issues directly with the Panel Chair
- **Barrier Identification:**
  - CICB identifies and works to overcome logistical challenges faced by tenant representatives

## Code of Conduct

The ToR establishes a code of conduct for panel members, ensuring respectful and ethical behavior, confidentiality, and conflict of interest management.

## Alignment with Tenant Satisfaction Measures (TSMs)

The framework supports the **Transparency, Influence and Accountability Standard**, contributing to the following TSM themes:

TSM Theme	Relevant Measures	Panel Contribution
Complaints and Engagement	CH01, CH02, TP06–TP09	Reviews complaints, confirms fair resolutions, ensures respectful engagement
Neighbourhood Management	TP11, TP12	Supports anti-social behaviour resolution and promotes community wellbeing
Respectful & Helpful Engagement	TP06, TP08	Monthly outreach and direct Chair access foster fairness and responsiveness
Effective Complaint Handling	CH01, CH02	Ensures timely, fair complaint handling aligned with the Complaint Handling Code

## Reporting and Accountability

- Reports submitted to the Board
- Annual review of work programme and impact
- Continuous improvement through tenant feedback and strategic alignment