

Voluntary Tenant Representative for the Housing Engagement Board

Role Description

Position: Voluntary Tenant Representative

Location: Virtually due to Covid-19

Time commitment:

- Attend quarterly Housing Engagement Board meetings. Each meeting will be approximately three hours long and will require 1-2 hours preparation time.
- Attend quarterly Local Area Meetings for tenants approximately 2 hours each.

These meetings will be held online via video conferencing on Zoom or Microsoft Teams until it is safe to conduct public meetings.

Why be a Tenant Representative?

- ✓ A full induction and support throughout your volunteering period.
- ✓ Free training related to the role.
- ✓ Share knowledge and information about the work of the housing service.
- ✓ An annual allowance of £400 for your time and expenses.
- ✓ An opportunity to make a difference in improving local housing services for residents in your community.
- ✓ Add experience, self-development, and training to a CV

You can make a difference

The Role of Tenant Representative

The purpose of this role is work with SCDC to continually improve the housing service. The tenant representative's role is very important. They are the voice of tenants living in SCDC homes. Their role is to work with the head of housing and councillors to prioritise; budgets, work, resources, and policies, to deliver a service that focuses on tenants needs.

The role involves studying performance data, informing and influencing policy, and day to day business decisions that affect all our tenants and leaseholders. The role is to be an 'advocate' for all tenants and leaseholders, not just for individual tenants.

SCDC housing will be divided into three districts. Each district will have two representatives on the Housing Engagement Board. They will attend/chair Local Area Housing meetings.

Tenant representatives are elected for a four-year term to represent South Cambridgeshire tenants and leaseholders living in their area.

If the number of expressions of interest exceed the number of tenant representatives allowed in that area, there will be a ballot in March 2021.

The new board will be announced in May 2021.

Become a tenant representative

We need tenants like you who can help us focus on tenants' priorities, to make sure that your rent and service charges are being well spent, council homes are maintained, your neighbourhood is a safe and nice place to live and focus on general housing issues.

You don't need any prior experience or formal education. We will be holding workshops the week of the 8th February 2021 to give you a chance to learn more about being a tenant representative and make a final decision before being added to the ballot.

We will also provide support and free training for all representatives. As a representative, you will also receive an annual allowance of £400 for your time and to cover expenses.

Key requirements of the role

- You must be 18+ years of age
- You must be a South Cambridgeshire Council tenant or leaseholder.
- You agree to represent the interests of all tenants and leaseholders
- You agree to follow a Code of Conduct
- You will attend quarterly (online) meetings of the Housing Engagement Board
- You will prepare for the meetings by reading committee reports, financial and statistical information, and relevant paperwork (the preparation often requires several hours work).
- You will attend a minimum of two quarterly Local Area Housing meetings.
- You will undertake relevant training provided for free by the Council.
- You will serve a minimum of one term for a period of 4 years
- You have access to a computer and broadband
- You are confident in using a computer, email, working with documents, websites and Facebook (preferable)
- You have a basic understanding of analysing data, budgets, and governance issues, although training will be provided.
- You are able to maintain confidentiality

Please do not apply if you have any of the following:

- Are in rent or service charge arrears
- Have a complaint outstanding with SCDC
- You currently have a criminal record or charges pending
- Related to any member of the Housing Service team
- Have been reported for behavioural issues as set out in Schedule 3 of the Housing Act (1985) and within Schedule 14 of the Localism Act (2011)?

How to apply

If you would like to stand as a candidate in the election, please complete the online application form.

You have until **1 February 2021** to submit your completed application. All candidates will be invited to attend a workshop in February before they make a final decision to be put on a ballot.

All candidates name and a brief description on why they should be elected will be added to a printed ballot pack and sent to all tenant and leaseholder households.

To apply as a candidate or find out more about the role, please contact our Tenant Engagement Officer Pam Cowles:

☎ 01223-616887

✉ resident.involvement@scambs.gov.uk