

**The Role
of**

The Chair of the Tenant Partnership

*This information booklet aims to assist
the Chair to understand their role
and responsibilities. The guidance is subject
to Annual Review in accordance with
best practice guidelines.*



**South
Staffordshire**

Housing Association

Part of Central Borders Housing Group

June 2009

The Association

South Staffordshire Housing Association Limited (“the Association”) is a partner association of Central Borders Housing Group (“the Group”). The Association was formed in 1995 to receive a stock transfer of over 5,000 properties owned by South Staffordshire Council. The Association was first registered with the Housing Corporation (now the Tenant Services Authority and the Homes and Communities Agency) in December 1996 and the transfer took place in March 1997 following a positive vote in favour by tenants.

SSHA became a charitable association in October 2008 following a major consultation exercise with customers, stakeholders and the regulator.

The Role of the Tenant Partnership

The Association believes that residents should be involved in a way, and at a pace, that suits them. This will not be the same for everyone and it is important that the Association accommodates the needs and requirements of different groups.

The Tenant Partnership is a directly elected group of tenants who meet every month to consider housing management issues, policy changes etc. Various working groups have been established which meet during the working day to deal with specific tasks, such as to look at the performance of a particular programme or service.

Membership of the Tenant Partnership is open to all tenants of the Association subject to certain conditions (See Tenant Partnership Rules). Membership is voluntary and unpaid apart from out of pocket expenses such as travelling, child and carer costs etc. Transport can be arranged for members to attend meetings if required.

Training and development of is paramount to the successful and efficient operation of Tenant Partnership . Appropriate training is available for all tenants who require it.

The Tenant Partnership is formed to help the Association achieve Central Border Housing Group’s Mission and Vision, whilst reflecting the Group’s Strategic Aims and Values.

The Group’s Mission

The Group’s Mission is to be a leader in delivering innovative solutions whilst developing and supporting flourishing communities in the Midlands region.

The Group’s Vision

The Group’s Vision is to deliver quality housing and services that delight our customers.

The Group's Strategic Aims

To achieve the Mission and Vision, the Group has eight Strategic Aims:

- Leading in service excellence
- Delighting our customers
- Investing in our people
- Investing in Neighbourhoods
- Maximising our resources
- Developing partnerships to deliver new homes and services
- Implementing the Eco agenda
- Improving our Governance

The Group's Values

Underpinning everything we do are our four values:

- Trust
- Customer Focus
- Learning
- Passion

In order to deliver this, the Tenant Partnership has its own mission and objectives as set down in the Tenant Partnership Constitution.

The Tenant Partnership Mission

To work with the Association and other parties, to promote the interests of all Association tenants in respect of housing and related services.

The Objectives of the Tenant Partnership

- To provide the Association's tenants with a voice.
- To help formulate and negotiate new policies on behalf of tenants.
- To promote the activities of the Association.
- To ensure impartiality and promote equal opportunity, irrespective of age, ethnic background, race, religion, gender, sexuality or disability

The Role of the Chair of the Tenant Partnership

The Chair of the Tenant Partnership is elected at the Tenant Partnership Annual General Meeting. Tenant Partnership members should have in mind the particular skills that the role requires when determining who should carry it out.

The responsibilities of the Chair include:

- ensuring that the activities of the Tenant Partnership comply with the Constitution and Rules;
- ensuring the efficient conduct of the business at Tenant Partnership meetings and at general meetings;

- planning and preparing for each meeting of the Tenant Partnership;
- ensuring that appropriate standards of behaviour are maintained in accordance with the Code of Conduct;
- ensuring that the Tenant Partnership Members are “*Working to Promote Tenants Interests*” in accordance with the Tenant Partnership Constitution;
- ensure that meetings run in an efficient manner, follow the agenda with sufficient time allowed for each item and asking for clarification from officers when needed. The Chair should summarise each item before discussion and ensure a decision is made and minuted
- ensuring that all Tenant Partnership Members are given the opportunity to express their views at meetings
- establishing a constructive working relationship with officers, ensuring that the Tenant Partnership works in partnership with the Association
- be aware of what is happening within the Association, report back to Tenant Partnership members if appropriate;
- building a constructive working relationship with, and between other Tenant Partnership Members;
- acting as an ambassador for both the Association and the Tenant Partnership as appropriate (for example, at the opening of new developments);
- taking decisions delegated to the Chair;
- helping to develop both the Tenant Partnership itself and its individual members to help better promote the tenants interests and increase the accountability of the Association;
- make themselves available 30 minutes before the start of the Tenant Partnership meeting to allow members to discuss any items without the presence of Officers;
- agreeing a programme of mandatory training for all Tenant Partnership members for the coming year;
- deal with issues of performance by Tenant Partnership members, including failing to abide by the Constitution (such as low levels of attendance and failing to attend mandatory training sessions).

Relationship with the Resident and Community Involvement Manager

The relationship between the Chair and the Resident and Community Involvement Manager is important to the effective operation of the Tenant Partnership. The Chair leads the Tenant Partnership and the Resident Involvement Manager leads the staff team. The Chair should agree a formal agenda no less than 7 days before the Tenant Partnership meeting is due to take place.

However, a productive and professional working relationship goes beyond a statement of roles. Each must be sensitive to the requirements of their different roles and not try to do the job of the other. Trust and confidence in both directions are essential.

The Resident Involvement Manager should be proactive in talking through issues and problems. The Chair should be available to listen, debate, support and counsel.

The Chair's Role with the Vice-Chair

The Chair should work closely with the Vice-Chair, in conjunction with the Resident and Community Involvement Manager to discuss the business to be conducted at each meeting and pre-meeting and to ensure the effective running of each meeting.

If the Chair is unable to attend a given meeting, they should consult closely with the Vice-Chair to ensure that they are willing and able to chair the meeting in the Chair's absence, with the same level of professionalism that the Chair would normally provide.

Expectations of the Chair

An effective Chair is expected to hold the following qualities:

- Professionalism
- Positive Leadership
- Guidance
- Ability to Control Meetings
- Encouraging
- Patience and Tact
- Ability to Command Respect

Help and Advice

Please ask for help if you have any difficulty understanding this document.

Jeśli trudno jest Państwu zrozumieć tę ulotkę, poproście o pomoc.

如果你有任何問題或你不明白這文件，請向我們尋求幫助。

এ দলিলপত্রের (ডকুমেন্ট) ব্যাপারে যদি আপনার কোন প্রশ্ন থাকে বা ইহা বুঝতে যদি আপনার কোন অসুবিধা হয় তাহলে অনুগ্রহপূর্বক সাহায্যের জন্য আমাদেরকে বলুন।

જો આપને કોઈ પ્રશ્ન હોઈ અથવા આપ આ દસ્તાવેજને સમજવામાં કોઈ મુશ્કેલી અનુભવતા હોઈ તો મહેરવાની ક્ષત્રીને મદદ માટે અમને પૂછો.

ਜੇ ਇਸ ਦਸਤਾਵੇਜ਼ ਬਾਰੇ ਤੁਹਾਡੇ ਕੋਈ ਸਵਾਲ ਹੋਣ ਜਾਂ ਇਸਨੂੰ ਸਮਝਣ ਵਿਚ ਤੁਹਾਨੂੰ ਕੋਈ ਕਠਿਨਾਈ ਹੋਵੇ ਤਾਂ ਤੁਹਾਡੀ ਮੱਦਦ ਕਰਨ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਕਹੋ ।

اگر آپ کوئی سوال پوچھنا چاہیں یا اگر آپ کو یہ دستاویز سمجھنے میں کوئی مشکل ہو تو برائے مہربانی مدد کے لیے ہم سے رابطہ کریں۔

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