



Alice Shepherd House & Oak House Resident Steering Group Terms of Reference

1. These terms of reference define the role, objectives and membership of the Alice Shepherd House & Oak House Resident Steering Group.

Role of the Alice Shepherd House & Oak House Resident Steering Group

2. The Alice Shepherd House & Oak House Resident Steering Group's role is to provide a resident-led mechanism to work with One Housing Group to monitor and oversee any proposed works; and maximise resident engagement in any consultation exercise to the following blocks:
 - Alice Shepherd House
 - Oak House
3. To do this the Alice Shepherd House & Oak House Resident Steering Group will be directly involved with and receive information and comment on the following key issues related to the works:
 - a. Maximising resident engagement
 - b. Communications with all residents affected by the works
 - c. Balloting arrangements
 - d. Consultation on the works
 - e. Appointing consultants
 - f. Options for the works
 - g. Contents of a Resident Charter
 - h. Specification of the works
 - i. Progress in carrying out the works
 - j. Quality of the works
 - k. Resident feedback on the works
4. The Alice Shepherd House & Oak House Resident Steering Group will consider the issues/subjects outlined in 3a- 3k at the appropriate time.
5. To work with One Housing Group to support and facilitate the best practice in consultation, and promote engagement with the wider community affected by any new build or refurbishment scheme.
6. The Alice Shepherd House & Oak House Resident Steering Group will sign off any timetable and its review, Resident Charter, and Options Appraisal consultation before they are put to residents.
7. The Alice Shepherd House & Oak House Resident Steering Group will receive some confidential information from time to time, such as commercially sensitive information on Tenders. Any information received of this nature shall not be disclosed to anyone outside of the Steering Group.

Objectives of the Alice Shepherd House & Oak House Resident Steering Group

8. To provide a voice to all residents affected by any new build or refurbishment works to the homes in Alice Shepherd House & Oak House.
9. To ensure that local issues are addressed when decisions are made about any works at Alice Shepherd House & Oak House.
10. To ensure that One Housing Group provides information in a timely and appropriate way to the Alice Shepherd House & Oak House Resident Steering Group and residents affected by any works.
11. To work with One Housing Group on any communication from One Housing Group linked to works at Alice Shepherd House & Oak House.
12. To work with One Housing Group on the joint appointment of any consultants, advisers, architects or contractors involved in the Project. Such appointments are subject to the consent of the Resident Steering Group.

Membership of the Alice Shepherd House & Oak House Resident Steering Group

13. The membership of the Alice Shepherd House & Oak House Resident Steering Group will seek to reflect the diversity of the residents of Alice Shepherd House & Oak House in terms of age, gender, tenure, property type and ethnicity.
14. The Alice Shepherd House & Oak House Resident Steering Group shall consist of up to 13 tenants and leaseholders, in proportion to the tenure of the blocks concerned. The members will be elected and must be resident in the blocks concerned. If a tenant or leaseholder permanently moves, they are automatically presumed to have resigned.
15. The residents of the block concerned will be asked to nominate themselves in writing, and members will be elected at open meetings of the residents concerned and will serve for a term of two years.
16. Only one member per household can attend the Resident Steering Group at one time.
17. The Alice Shepherd House & Oak House Resident Steering Group will include at least one member from St Johns TRA who lives in the blocks concerned. Up to four Committee Members from the St Johns TRA will be invited to observe meetings of the Steering Group. They will, with permission from the Chair, have the right to speak at meetings but will not have any voting rights.
18. New members will be made aware of the time and personal commitment required to join the Alice Shepherd House & Oak House Resident Steering Group. Alice Shepherd House & Oak House Resident Steering Group Members will be supported by the Advocate and the Independent Tenants and Leaseholders Advisor (ITLA).
19. One Housing Group's Project Team, contractors and other consultants will attend the Alice Shepherd House & Oak House Resident Steering Group Meetings.

20. The Alice Shepherd House & Oak House Resident Steering Group may invite others to attend its meeting, e.g. ward councillors.

Organisation and meetings

21. The Alice Shepherd House & Oak House Resident Steering Group will be chaired by the Advocate. The position of Vice-Chair will be held by a resident member of the Steering Group.

22. The Alice Shepherd House & Oak House Resident Steering Group will meet on a regular basis, at intervals agreed by the members and One Housing Group.

23. The Alice Shepherd House & Oak House Resident Steering Group shall be deemed quorate with an attendance of 4 of the members, one of whom must be an Oak House resident, or a Oak House resident has given written feedback to the meeting.

24. All members shall attend at least four meetings annually. Failure to attend three consecutive meetings will result in their membership being reviewed.

25. All meetings will be held at an accessible venue, agreed by the members.

26. Meetings will take place at a time agreed convenient by the majority of members.

27. Where possible a minimum of five days' notice of meetings will be provided.

28. All Alice Shepherd House & Oak House Resident Steering Group members are required to comply with the code of conduct and ground rules for meetings as set out below. They will be expected to sign an agreement to comply with the code of conduct.

Access to information and communications

29. No member shall speak to the press in a formal capacity as a member of the Alice Shepherd House & Oak House Resident Steering Group without the prior agreement of the members of the Group.

30. The Alice Shepherd House & Oak House Resident Steering Group will produce monthly newsletters to update residents on their work and keep residents as a whole up to date with what is happening.

31. Any communication from One Housing Group about the work of the Alice Shepherd House & Oak House Resident Steering Group will be presented to the Group for comment prior to publication.

32. In order to keep the St Johns TRA up to date, the Alice Shepherd House & Oak House Resident Steering Group will provide a report of their work at each of the meetings of the TRA.

Equalities

33. The Alice Shepherd House & Oak House Resident Steering Group will adopt and abide by One Housing Group's Equalities Policy.

Task & finish

34. The Alice Shepherd House & Oak House Resident Steering Group shall cease to operate under these terms of reference when any new build and/or refurbishment works to Alice Shepherd House & Oak House are completed, and the defects liability period has ended.

Code of Conduct

35. To ensure that meetings are conducted in the spirit in which all opinions can be heard the following Code of Conduct will apply to all Alice Shepherd House & Oak House Resident Steering Group members and meetings. All Members of the Resident Steering Group therefore have to agree:

- a. To speak through the Chair, ensuring that I wait until I have been asked to make my contribution.
- b. That all members have a responsibility to conduct themselves in a way that does not cause offence to others or limits in any way their ability to participate in a meeting.
- c. That all members should actively listen to what others have to say; respect the opinions of others as well as tolerance and patience; and to give honest and constructive feedback to each other in a helpful and non-confrontational manner. It also is important to say if I disagree with another and explain why.
- d. That racist, sexist or other derogatory remarks or actions, behaviour that intimidates people who are speaking or wish to speak is not acceptable.
- e. That preventing people from expressing their views through interrupting or talking whilst they are speaking is not acceptable.
- f. The Chair will point out to anyone who breaches this Code of Conduct that unacceptable behaviour will not be tolerated.
- g. If the unacceptable behaviour persists, a motion will be put to the meeting to suspend the person from meetings.
- h. Further breaches of the Code of Conduct by such persons will result in their right to attend meetings being withdrawn.
- i. To maintain confidentiality on items that are considered which contain commercially sensitive information.
- j. To share with other members of the Resident Steering Group, OHG and the advisers appointed to work with the Group their email address as much of the paperwork will be shared by email.
- k. That in line with the GDPR (General Data Protection Regulations) that came into force in 2018 to only use individual email addresses to circulate information about the business of the Resident Steering, including meeting dates, agenda, minutes and information of professional interest eg forthcoming events, training. The mailing list will not be made available or disclosed to third parties.