Repairs and Maintenance Service Excellence Group
Terms of Reference

These Terms of Reference identify and formalise the role and responsibilities of the Repairs and Maintenance Service Excellence Group

1. Purpose of Repairs and Maintenance Service Excellence Group

- Enable ForHousing to work alongside tenants and customers to bring about positive changes to Repairs and Maintenance (R&M) services
- To improve accountability and oversight of the delivery of the repairs and maintenance service
- Ensure tenants are involved in scrutinising R&M contractor performance, hold the organisation to account, support the development of service improvement plans
- Create an independent, resident-led approach to bring positive changes to R&M services for staff and tenants

2. Principles of Repairs and Maintenance Service Excellence Group

- Be independent- separate to Governance structures
- Be inclusive - engaging a wide diversity of tenants in a way that suits them
- Be transparent - being open about the process of scrutiny and sharing the outcomes with staff and tenants
- Be accountable - holding the organisation to account and having clear recommendations for service improvement which are monitored and publicised

3. Repairs and Maintenance Service Excellence Group Membership and Roles

R&M Service Excellece Group Members	There will be a maximum of 10 and a minimum of 6 members. Members will be tenants or leaseholders of ForHousing. There will be an open recruitment event every 3 years if needed. There is no maximum term for a Service Excellence Group member. All members will agree to participate in an annual check-in with the Chair and ForHousing Maintenance Team lead. The Service Excellence Group Members are responsible for: • Reviewing contractor performance against targets and identify trends and themes linked to under-performance • Working with the complaints and feedback panel to discuss and feed in any themes from repairs related complaints • Commission mystery shopping and feedback trends and key themes arising • Work alongside the contract team to develop service improvement plans • Monitoring ongoing and proposed service improvement

	plans • Where there is repeated under-performance a scrutiny exercise can be triggered
Chair	The group will elect a Chair. Nominations and votes will be triggered by the expiry of a term and/or the resignation of the Chair. Any member interested in being a Chair will express an interest and require two supporting nominations. The term of the Chair is three years, with a maximum of two terms to be served. Once the maximum term is reached, the Chair can remain on the service excellence group. The service excellence group shall have a Vice Chair. The term of the Vice Chair is three years, with a maximum of two terms to be served. Expressions of interest and votes will be triggered by the expiry of a term or the resignation of the Vice Chair. The maximum of two terms served by the Chair and Vice Chair do not have to be consecutive. The Chair is responsible for: • agreeing the agenda for the meetings • ensuring smooth running of the meeting in a fair manner • ensuring that members of the service excellence group are adhering to the involved tenant code of conduct and treating both members and colleagues with respect • speaking to members regarding attendance and conduct if required • undertaking an annual review of effectiveness with members and on a one-to-one basis • The ForHousing Maintenance Team will work alongside the Chair to facilitate these responsibilities The Chair will be supported at an annual check-in by ForHousing's Tenant Involvement Partner.

4. Meetings

It is expected that the group will meet quarterly. These meetings will be set in advance at the start of the calendar year and will include R&M Service Excellence Group members ForHousing Maintenance Team colleagues and senior representatives from the R&M contractor.

The meeting will be split into two halves. The first half will have SEG members and members of the contract team and will focus on contract performance to agree items to raise with the contractor. The second half will include the contractor and an opportunity to scrutinise performance. At the end of the meeting an action plan shall be agreed and updated on at the following meeting.

Quorum for the meeting is 50% and shall include either the Chair or Vice Chair.

Members must attend all meetings unless there are mitigating circumstances. Members agree to send apologies at least 24 hours in advance of a meeting if they are unable to attend unless circumstances mean this is not possible.

If there are concerns about attendance and/or contribution to meetings and associated activities, this will be discussed with the member by the Chair and ForHousing Tenant Involvement Partner the member may be asked to stand down.

Members must agree to abide by the involved tenant code of conduct. If there are concerns about conduct this will be addressed via the Chair and the ForHousing Tenant Involvement Partner.

5. Reporting and Review of Effectiveness

The Homes Committee will receive a report, updating them about the activity of the R&M service excellence group and providing assurance regarding oversight of Contractor performance and the associated action plan.

R&M Service Excellence Group Members will attend an annual away day with other involvement groups to strengthen relationships.

The Terms of Reference will be reviewed every two years.

6. Support from ForHousing

ForHousing will support members to access external training relative to the role.

All R&M Service Excellence Group Members will be given access to 'Cornerstone', ForHousing's e-learning platform to support members to develop their skills and keep up to date with housing legislation and regulation as well as ForHousing Services.

ForHousing will support R&M Service Excellence Group members with a £15 contribution per month towards Broadband costs.

Any other rewards, incentives and recognition will be in line with ForHousing's Rewards, Incentives and Recognition framework.

7. Equity, Diversity and Inclusion

ForHousing aims to provide opportunities and services that challenge inequity, promote diversity and empower people and communities to improve their circumstances and fulfil their potential.

Equity, diversity and inclusion (EDI) is a guiding principle in everything we do, with everyone, treating each other with respect. This is required to ensure that no individual or group of people with shared characteristics is treated less favourably and that the benefits of diversity are realised.

The R&M Service Excellence Group will take steps to ensure a broad range of representation within its membership.

Approved by Group Members	Date February 2025
Date of the next review	February 2027