



## **Landlord Services Working Group - Tenant, Leaseholder, and Independent Members Protocol**

The role of the Landlord Services Working Group's tenant, leaseholder, and independent members is to work with elected members to support the Council in carrying out its constructive challenge and oversight function of landlord services including its housing service and performance.

This protocol has been established to clarify how the tenant, leaseholder and independent members will fulfil this role.

Elected members will follow the Council's Constitution and Code of Conduct.

Recommendations will be made to the Policy & Resource Committee and Council where appropriate.

### **1. Membership**

- 1.1** 4 tenants (1 of which will be a leaseholder), all who have voting rights, supported by an independent representative with no voting rights. There will be 5 Elected Members (Councillors) appointed at the Annual Council Meeting.

### **2. Appointment to the role**

#### **2.2** Tenant and Leaseholders.

##### **2.2.1** Recruitment.

All vacant positions for tenant/leaseholder member positions will be advertised to members of the Tenant and Leaseholder Advisory Group. Where no person comes forward, the vacancy will be widened to the involved tenant list and wider tenant base.

**2.2.2** Tenant and leaseholder members of the group will be appointed through a selection process. Tenants and leaseholders are eligible to apply provided they:

- Are not employees of West Lancashire Borough Council
- Are not in breach of their tenancy or lease conditions
- Do not have a notice seeking possession in place for breach of tenancy
- Are not subject to any anti-social behaviour order or investigation

### 2.2.3 Competency.

- Willingness to learn
- Listen and consider the views of others
- The ability to be able to work independently and as part of a team
- Be able and willing to express views clearly and objectively
- Respect the views of others
- Be able to challenge constructively
- A willingness to conform to and show an understanding of Equality & Diversity
- Be able to connect digitally (training will be given where required)
- To comply with data protection principles

## 2.3 Independent Person

**2.3.1 Recruitment.** The position will be recruited from partner organisations including but not limited to the Police, NHS, CVS.

### 2.3.2 Competency

- Understanding of housing services
- Willingness to learn
- Listen and consider the views of others
- The ability to be able to work independently and as part of a team
- Be able and willing to express views clearly and objectively
- Respect the views of others
- Be able to challenge constructively
- A willingness to conform to and show an understanding of Equality & Diversity
- Be able to connect digitally (training will be given where required)
- To comply with data protection principles

## 3. Term of position

**3.1** Tenant, leaseholder and independent members positions on the Working Group will be for a term of 4 years. There will be a further 1-year extension where no suitable replacement comes forward at the end of the term. Any request from individuals or the Tenant Voice Manager to extend a term of membership will be made by the Director of Housing and Environment and it will require a vote from the Landlord Services Working Group. In the event of no overall agreement the casting vote will be with the Chairperson of the Landlord Services Working Group.

## 4. Standing Down

**4.1** Tenant and Leaseholders will end their position on the Working Group should they:

- 4.1.1 Reach the end of term (unless 1 year extension is applied)
  - 4.1.2 Be in breach of Tenancy Agreement and the Council have taken formal legal proceedings with the Court and an order has been granted that would end the tenancy
  - 4.1.3 Leave a West Lancashire council tenancy
  - 4.1.4 Submit a resignation in writing providing at least 2 months' notice
  - 4.1.5 Are deemed to have breached this protocol.
- 4.2 An Independent representative will end their position on the Working Group should they
  - 4.2.1 Reach the end of term (unless 1 year extension is applied)
  - 4.2.2 Submit resignation in writing providing at least 2 months' notice
  - 4.2.3 Are in deemed to have breached this protocol.
- 5. Attendance at meetings
- 5.1 Tenant, Leaseholder and Independent members are expected to participate at a minimum of 75% of all meetings. Any apologies must be sent to Democratic Services.
- 5.2 Failure to attend the required number of meetings without an acceptable explanation will be considered by the Director of Housing and Environment who will make a recommendation to the Landlord Services Working Group for the member to be asked to leave the working group.
- 6. Training and Development
- 6.1 Induction training. An agreed induction programme will be agreed with the member on taking up the position on the Working Group with a commitment to complete. Failure to complete the required induction, without an acceptable reason, may result in the member being asked to leave the working group. As per 5.2.
- 6.2 Ongoing training. An ongoing training and development program will be in place for Tenant, Leaseholders and Independent members, with the opportunity for all members to participate when required.
- 7. Appraisals
- 7.1 Annual Appraisal. Will be conducted with tenant, leaseholder, and independent members by the Tenant Voice Team.
- 7.2 Failure to complete an Appraisal meeting without an acceptable explanation may result in the member being asked to leave the Working Group as per 5.2.

8. Support for tenant, leaseholder, and independent members

8.1 The tenant, leaseholder and independent members will be provided with meeting agendas and reports by Democratic Services. Additional support with training and appraisals will be met by the Tenant Voice Team.

