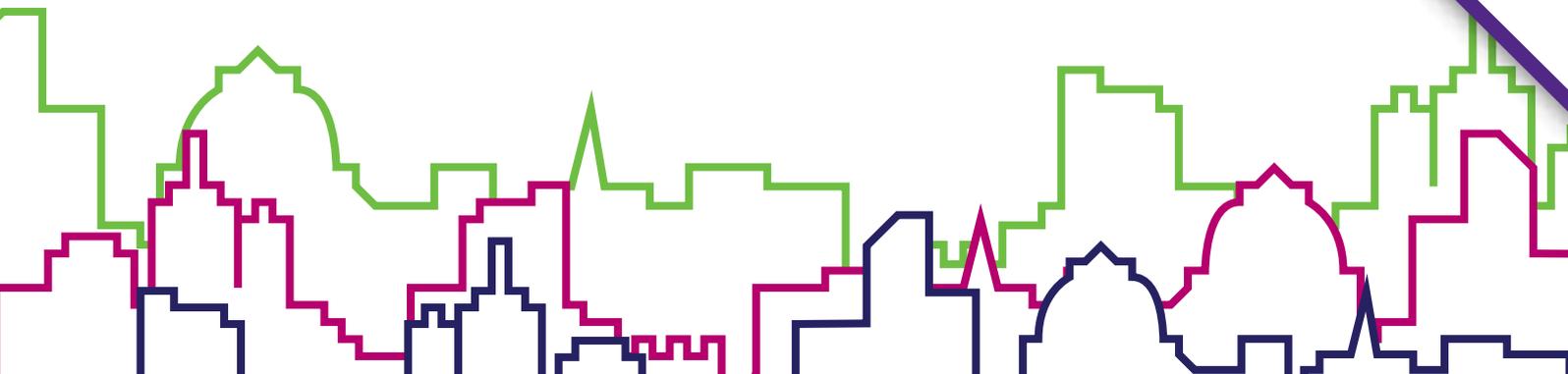




If you'd like to have an impact on Unity Housing Association, you have the opportunity to:

Unite with Unity



Unite with Unity

We want to hear from you...

Do you want to challenge and influence how Unity's housing services are influenced?

If you do then we need you to **Unite with Unity**

Unity always tries to provide the best possible service to our tenants. The Tenant Scrutiny Panel is a group of tenants that meet to review and discuss the services which Unity provides. Feedback gathered through our wider customer surveys and consultation are used to help monitor our performance, make improvements and ensure that we are meeting the needs of our tenants.

What's its purpose?

The purpose is to:

- Scrutinise the services Unity Housing provides, while promoting 'Value for Money'
- Ensure our policies and procedures meet the diverse needs of our tenants
- Enable our tenants to challenge our performance and plans
- Provide the Board with a clearer understanding of tenants' priorities and views in order to inform our business planning
- Drive improvements from a tenants' perspective
- Be a 'Critical Friend' to Unity Housing Association
- Make recommendations for service improvements
- Scrutinise the performance of individual contractors



What will be scrutinised?

You will have the power to scrutinise:

- Unity's performance against the 'T.E.S.S.A - Tenant Empowerment & Service Standards Agreement'
- The services Unity Housing provides its tenants
- How Unity deals with complaints
- Unity's policies and procedures
- Performance of Unity's contractors

How will it be scrutinised?

The principal duties and responsibilities of the panel will be to:

- Ensure Unity is adhering to the service standards agreement by reviewing performance/progress reports.
- Carry out audits of our services
- Review customer satisfaction information
- Review and approve draft policies and procedures
- Approve the Annual Report to Tenants



Panel Meetings

The panel will be expected to attend four meetings per year on a quarterly basis. Meetings will be minuted and all reports of the panel will be made available to the Unity Housing Tenant Panel, our Board and to any tenant/customer on request.

Attendance

Panel members are required to attend quarterly meetings. You should consider whether you can commit to this before you apply. Members who fail to attend two or more meetings in a calendar year will have their position reviewed.

Person Specification

Who are we looking for?

Knowledge & Experience

- Knowledge and experience of services provided by Unity Housing Association
- Knowledge and experience of the needs and expectations of Unity Housing Association

Skills & Abilities

- Good communication skills
- Strong team working skills
- Ability to actively listen at meetings
- Ability to constructively challenge and scrutinise information
- An awareness of current issues in the housing sector
- Ability to form objective views based on evidence

Personal Qualities

- Respect other peoples attitudes, beliefs and traditions
- Integrity, honesty and objectivity
- Well organised and reliable
- Confidence, enthusiasm and drive to improve services
- Willingness to take part in training and personal development activities
- Commitment to the scrutiny activities of the panel

Training & Development

Training will be supplied to all members and all members will have to complete an induction programme. Additional training will run alongside the scrutiny process and additional training will be provided as and when identified.

Support & Mentoring

All panel members will be supported and mentored by Unity's staff team, who will provide assistance by co-ordinating meetings and offering administrative support to the group.



Additional Duties

Duties may change from time to time without changing the member's role or the level of responsibility entailed. In addition to normal duties, members are expected to carry out any other reasonable duties as requested.

Confidentiality & Code of Conduct

Members will agree the terms of reference for the group and a code of conduct at the start of volunteering. All members will be required to sign and accept the obligations that the code of conduct places upon them.

Members will have access to confidential and sensitive information. This information is to be dealt with in line with the Data Protection Act 1998 and should not be discussed outside of fellow panel members and staff involved with the inspection process. Information must be surrendered and appropriately disposed of once the inspection concludes.



Problems understanding?

If you need any of our information translating or if you need an interpreter, please contact us. We can also provide this information in large print or on CD if you need us to.

Our contact details

Unity Housing Association Ltd
113-117 Chapeltown Road, Leeds, LS7 3HY

 0113 200 7700

 uha@unityha.co.uk

web: www.unityha.co.uk



'Search Unity Homes'



INVESTORS
IN PEOPLE

Silver
Until 2019



business for neighbourhoods

