

Resident Forum – Terms of Reference

1. Purpose

- 1.1 The Resident Forum exists to strengthen residents' voices and communicate with senior staff, the Customer Committee, and the Group Board at Notting Hill Genesis.
- 1.2 The Forum supports the Better Together strategy, helping improve customer experience by focusing on stronger connections, better homes, and thriving communities.
- 1.3 Led by residents and for residents, the Forum brings together people from across the resident involvement network, including those involved in governance. It aims to reflect the diversity of our communities and ensure residents have a meaningful role in shaping services.

2. What the Forum Does

- 2.1 The Forum plays a key role in representing residents' views, recommending service improvements, and overseeing how residents are involved in shaping their homes and communities.
- 2.2 It works independently to share feedback and experience, and suggest improvements based on performance data.
- 2.3 In addition, the Forum monitors the Resident Involvement and Engagement Programme to ensure it is delivering real impact and value for residents.

3. Scope

- 3.1 The Resident Forum represents residents from all types of housing across Notting Hill Genesis. Its role is to ensure the organisation understands and reflects the real experiences of residents.
- 3.2 Working in partnership with NHG staff and leadership, members regularly review feedback from residents, including performance data, complaints, satisfaction scores, and reports from local engagement activities. This helps identify areas that need improvement and ensures NHG is listening and responding to residents.
- 3.3 Insights from the Forum are shared with the Customer Committee, helping to inform decision-making. While the Forum is not a formal committee of the Group Board, it plays a key role in reporting performance, concerns, and resident insight and there is a two-way feedback loop between the Forum and the Board.
- 3.4 Forum discussions also inform the Customer Experience Forum, a staff-led group that oversees the Voice of the Customer programme and drives continuous improvement.

- 3.5 The Forum is not a place to raise personal complaints. Members should speak to their Housing or Property Management Officer for individual issues. However, general examples may be shared if they help highlight wider concerns relevant to the meeting agenda. Members are expected to follow the Code of Conduct, which includes respectful behaviour and avoiding repeated disruptions.
- 3.6 Any guests or observers must be approved by the Chair and the Resident Involvement Team.

4. What the Forum Delivers

- 4.1 The Forum suggests improvement projects, monitors progress, reviews performance against Consumer Standards, and produces reports and updates for residents. It helps set KPIs, conducts site visits, and publishes an Annual Report to showcase its impact.
- 4.2 Before each meeting, Forum members can choose which service areas to scrutinise. Insights from these reviews are used to propose evidence-based improvement projects, such as scrutiny reviews or task-and-finish groups.
- 4.3 Projects are planned outside of regular meetings and are jointly sponsored by Forum members and NHG staff, taking into account NHG's capacity to deliver them. The aim is for the Forum to commission up to three improvement projects each year
- 4.4 The Forum can request specific service teams to attend meetings and explain their performance. It also oversees the wider resident involvement and engagement programme, including progress on projects, recommendations, and key performance indicators (KPIs).

5. Membership

- 5.1 The Resident Forum is made up of up to 15 residents from across Notting Hill Genesis communities.

Resident Members

- 5.2 Up to 15 residents are recruited through an open application process. Members are selected to reflect the diversity of NHG residents and bring a wide range of experiences and perspectives. All members volunteer their time and are committed to representing the views of fellow residents.
- 5.3 Resident members serve a two-year term, with the option to reapply for one further two-year term. This second term can be taken consecutively or at a later time.
- 5.4 If a vacancy arises, it will be advertised and filled through the same recruitment process.

Guests and Observers

- 5.5 From time to time, the Chair may invite other residents to attend meetings to support specific topics—such as Residents' Association Chairs or members of project groups. Observers may also attend if agreed by the Chair and the Resident Involvement Team. Observers can ask questions and contribute to discussions at the Chair's discretion.

Staff Participation

- 5.6 Relevant NHG staff may attend meetings to support discussions, present reports, or receive feedback. This includes members of the Resident Involvement and Engagement Team. Staff are not voting members but play an important role in supporting the Forum's work.

6. Recruitment of Forum Members

Members are recruited by the Resident Involvement Team with support from the Governance Team.

Recruitment and Selection

- 6.1 The Resident Involvement Team leads the recruitment process, working closely with the Governance Team. The Chair, Vice Chair, and Resident Engagement Team shortlist applicants.
- 6.2 Shortlisted applicants are invited to take part in a group exercise and an interview with the Chair, an outgoing Forum member, and the Resident Involvement Manager.
- 6.3 New members are selected based on the skills and experience they can bring to the Forum, while also considering the diversity and backgrounds of existing members. Appointments are confirmed at the next Forum meeting after the selection process is complete.

Selection Criteria

- 6.4 To be considered, applicants must:
- Be a Notting Hill Genesis resident (any type of housing)
 - Be aged 18 or over
 - Not have a notice seeking possession in place
 - Show relevant experience (e.g. being part of a resident association or community group)
 - Demonstrate useful skills (e.g. communication, teamwork)

All members will be asked to agree to a clear set of commitments and expectations before joining.

Eligibility

- 6.5 Residents can join or remain on the Forum if they:
- Are not employed by Notting Hill Genesis
 - Are not in breach of their tenancy or lease
 - Are willing and able to follow the Resident Involvement Code of Conduct
- 6.6 If a resident has an unresolved complaint, legal case, or tribunal claim against NHG, they may need to step away from the Forum until the issue is resolved. This helps ensure members can take part without any conflict of interest.

Length of Membership

- 6.7 The Forum includes up to 15 members. Each member serves a two-year term and can reapply for one more term. If a member moves out of an NHG property during their term, their membership will end at the next Forum meeting.

Co-opted Members

- 6.8 The Forum may invite up to two additional members (non-voting) to join for specific projects if they bring valuable skills or knowledge not currently represented. These co-opted members are approved by the Chair and a member of NHG staff and may be appointed for up to 12 months. Only NHG can appoint a co-optee as Chair or Vice Chair.

Induction and Ongoing Interest

- 6.9 All new members will take part in an induction programme to help them understand their role. Additional training and mentoring will be offered based on each member's development plan.
- 6.10 For residents interested in joining the Forum, their details will be kept by the Resident Involvement Team and followed up in order as vacancies arise.

7. Succession

- 7.1 Members seeking a second two-year term must attend an interview. After four years, they must step down for 12 months before reapplying.
- 7.2 Extensions may be approved by the Chair and reviewed annually.
- 7.3 Attendance and eligibility are considered, and appeals can be made to the Head of Resident Involvement.

8. Meeting Arrangements

- 8.1 The Forum meets six times a year.

- Meetings include performance reviews and programme oversight.
- Meeting papers are shared in advance, and minutes and actions are circulated after meetings.
- Members will be expected to attend any mandatory training in a 12-month period.
- Sponsored projects may meet between Forum meetings.

- 8.2 A quorum of five voting members is required.

- 8.3 Members must declare conflicts of interest and attend regularly.

Absence

- 8.4 Apologies should be provided to the Chair in advance of each meeting.

- 8.5 If a member misses a meeting without giving apologies or without prior arrangement, the Resident Involvement & Engagement Team will make arrangements to contact the member.

- 8.6 If more than two meetings are missed without the resident contacting the Resident Forum Chair or Resident Involvement & Engagement Team, or contact being made with that

member, and a valid reason being provided, the member may no longer be eligible to remain a member and will step down from the Resident Forum.

8.7 The Chair may agree to long-term absence based on a members' individual circumstance.

9. Roles and Responsibilities

Resident Forum Chair

- 9.1 The Chair leads all Resident Forum meetings, supports communications and represents the Forum at Governance meetings.
- 9.2 The Chair plays a visible role in the wider resident involvement programme and uses insights from the Forum to inform discussions at the Customer Committee and Group Board.
- 9.3 The Chair works with the Resident Involvement Team to agree meeting agendas and confirm the focus of any sponsored projects, including assigning sponsors.
- 9.4 The Chair also approves public-facing communications such as meeting notes, articles for the NHG website, *Connections* magazine, and the Residents' Annual Report.

Resident Forum Vice Chair

- 9.5 The Vice Chair supports the Chair in planning meetings, reviewing agenda items, and ensuring paperwork is shared in good time. They may also help with governance reports and public communications after meetings.
- 9.6 They take a lead role in overseeing the progress of resident-led projects and consultations, keeping track of key dates and milestones. The Vice Chair acts as a sounding board for the Chair, offering feedback and insights on emerging issues.
- 9.7 They actively contribute to meetings and discussions, encourage engagement on the Forum's SharePoint, and may lead specific projects or attend events where needed. If the Chair is absent, the Vice Chair will chair the meeting and ensure discussions stay focused and productive.
- 9.8 Members can volunteer to become Vice Chair and are appointed by the Chair. The role is for up to two years, with the option to step down after one year. Vice Chairs are expected to be familiar with meeting topics, support the Chair between meetings, and follow the Code of Conduct—especially when handling sensitive information.

Resident Forum Members (including Chair and Vice Chair)

- 9.9 Forum members represent the views of all Notting Hill Genesis residents and communities. They review operational performance data and resident feedback to help identify areas for improvement and make evidence-based recommendations.
- 9.10 Members may challenge NHG staff to deliver on agreed actions and may lead or take part in task-and-finish projects outside regular meetings. They help share key decisions and

updates with other residents and promote involvement across the wider NHG community, with a focus on reaching underrepresented groups.

- 9.11 Members are expected to follow the Terms of Reference and the Code of Conduct. They confirm their commitment by signing a declaration when they join or renew their membership.

Notting Hill Genesis Staff Members

- 9.12 Staff members attend Forum meetings to represent their service areas and support agenda items.
- 9.13 They may sponsor projects or tasks and are responsible for helping deliver agreed actions.
- 9.14 Staff should be prepared to make decisions or mobilise resources to support Forum-led projects and are expected to contribute to discussions offering practical solutions or next steps.

10. Transparency, Accountability and Feedback

- 10.1 Meeting summaries are shared with the Customer Committee, and feedback is provided to members. Updates are published in Connections Magazine and online.
- 10.2 Residents can track progress through the Annual Report.
- 10.3 The Forum via the chair can escalate to Customer Committee any reasonable feelings from members that NHG staff are not supporting the Forum's delivery of the Terms of Reference.

11. Code of Conduct, Training and Recognition

Code of Conduct

- 11.1 Forum members are expected to bring a range of perspectives and follow the principles set out in the Notting Hill Genesis Resident Involvement Code of Conduct. This includes:
- Not using involvement to seek personal advantage or to contact senior staff directly (e.g. Executive Board or Chief Executive).
 - Respecting others and maintaining good meeting etiquette.
 - Keeping confidential any sensitive information shared during meetings or activities, unless written permission is given to share it.
 - Declaring any conflicts of interest that could affect or appear to affect their contributions—this includes active complaints or tenancy breaches.
- 11.2 The full Code of Conduct is shared before each meeting and is always available online via the NHG website.
- 11.3 Non-compliance with the Code will be handled using the process outlined in Section 4 of the Code of Conduct.

Training and Support

- 11.4 Forum members will be supported to carry out their role effectively. This includes:

- Access to training to build confidence and skills.
- Support through the Resident Involvement Digital Inclusion scheme (e.g. tablets, dongles, data, and training).
- Opportunities to discuss personal development needs when joining the Forum.
- Occasional check-ins from the Resident Involvement and Engagement Team to offer support and gather feedback, in addition to the formal appraisal process.

Recognition and Expenses

11.5 Members' time and contributions are recognised through the Resident Involvement Rewards and Recognition Policy. This includes:

- High street shopping vouchers:
 - £60 per meeting attended
 - Or £360 per year if all Forum meetings are attended
- Vouchers are issued at the end of the financial year in arrears, with £360 being the maximum annual amount.
- NHG will decide which vouchers are provided. No cash or alternative payments will be offered.
- Members can also claim reasonable expenses in line with NHG's Resident Involvement Expenses guidelines.

12. Resident Forum Appraisals

Purpose of Appraisals

12.1 In accordance with NHGs Dependable corporate value, we believe in being transparent and accountable in our actions and decision making and so open to receiving feedback from others and taking action to address any development needs identified. All Resident Forum members therefore agree to an annual appraisal.

12.2 Appraisals are a chance to reflect on individual contributions and the overall performance of the Forum. It also helps ensure transparency, accountability, and continuous improvement

What the Appraisal Covers

12.3 The appraisal process aims to make sure members have the right skills and support, and that the Forum is working properly. This includes:

- A review of each member's individual contribution
- A collective review of how well the Forum is meeting its goals

Individual Appraisals

12.4 Each year, the Chair meets with members to:

- Discuss their contributions
- Address any performance concerns
- Agree goals and development priorities for the year ahead

12.5 The Chair's own appraisal is carried out by the Vice Chair using the same process.

12.6 At the end of a member's term, their reappointment will depend on a satisfactory appraisal.

Self-Assessment and Review Process

12.7 Members complete a self-assessment form, which includes their attendance record and any previously agreed objectives. The Chair and member then meet to:

- Discuss any differences in their assessments
- Share ideas for improving the Forum
- Plan for the year ahead

12.8 The agreed outcomes—including goals and a personal development plan—are recorded and kept confidential by the Company Secretariat.

Forum-Wide Feedback

12.9 The Company Secretariat collects anonymised feedback from individual appraisals to identify common themes, such as training needs or areas for improvement.

12.10 These insights help shape future support and training for both individuals and the Forum as a whole.

Feedback Throughout the Year

12.11 Members are encouraged to share feedback with the Chair and Vice Chair at any time. This feedback is included in the annual appraisal.

12.12 While anonymous feedback is accepted, it may limit how it can be addressed. All feedback is considered carefully.

Learning and Development

12.13 Development plans may include:

- Specialist briefings
- In-house or external training
- Presentations from staff
- Conference attendance
- Access to journals, websites, or publications
- Mentoring or shadowing opportunities
- Members also receive reading materials relevant to the sector and NHG's work.

Disagreements with Appraisal Outcomes

12.14 If a member disagrees with their appraisal or development plan, informal resolution will be encouraged first.

12.15 If no agreement is reached, the appraisal will still stand as a formal record. The member's comments will be attached to the appraisal form, and they will be supported to complete any agreed development actions.

Appendix 2 contains the self-assessment form used in the appraisal process.

13. Supporting Documents

13.1 The following documents inform and are relevant to the Resident Forum arrangements:

- Resident Involvement Code of Conduct
- Resident Involvement Rewards and Recognition Policy
- Resident Involvement Expenses Guidelines
- Resident Involvement Digital Inclusion Scheme

Please note the list is not exhaustive and will be reviewed regularly.

14. Terms Of Reference Review

14.1 These terms of reference will be reviewed annually with input from members and our governance community.

Date of next review: September 2026.