

Tenant Advisory Group Terms of Reference

Background

Unison is committed to renters having a say in how their housing is run, and that their views are heard and reflected on by Unison in considering how to deliver and improve housing services.

This commitment is captured in the Unison Constitution which requires the organisation to establish a Tenant Advisory Group (TAG) and the Unison Renter Voice Policy.

TAG is designed to assist the Board of Directors to ensure Unison is meeting the needs of Tenants; and provide recommendations to the Board of Directors on ways to improve the organisation's performance.

Tenant participation is essential to renters having a voice to create effective systems within the organisation. TAG is an important way that Unison supports renters to have a voice to help inform Unison and the Board how things are going and what might make things run more smoothly and efficiently.

Role of the Tenant Advisory Group (TAG)

The role of TAG is to provide advice to Unison on how to best meet the needs of tenants and improve the performance of the organisation. This includes:

- Raising broad issues in relation to Unison's policies, operations and service delivery.
- Providing feedback on proposed changes in service delivery and policies and procedures that impact on tenants.
- Providing feedback on Unison's communications to tenants. For example, letters, policies, brochures and the website.
- Providing ideas and advice on ways to improve tenant participation in the organisation and broader community.

Membership

Any current tenant who is over 18 and has been a tenant for at least one year is eligible to apply to become a member of TAG.

TAG members are selected by a selection panel and appointed by the CEO for a two-year term.

TAG members can apply for a further two terms, and can serve a maximum of six years. This is to balance the need for experienced TAG members with the need to provide opportunities for a wide range of tenants to participate.

All TAG members are expected to demonstrate:

- A desire to improve the quality of housing provided and the lives of residents.
- A commitment to make a positive contribution in meetings and actively participate in discussions.
- A willingness to represent the views of other tenants.
- Respect for others including understanding and tolerance for diverse perspectives and experiences.

Meetings and meeting processes

TAG should meet a minimum of 4 times each financial year. Meetings will be held at least every three months, for a maximum of two hours. Meeting papers will be sent to TAG members before meetings.

TAG members are able to add items for discussion to the agenda by notifying the TAG Convenor or raising issues in other business.

During meetings TAG members must ensure issues raised are relevant to the broad tenant population. Individual issues can be addressed via Place Management Staff or the Unison complaints process.

Members should also be mindful of allowing each member of the group to contribute.

Members should allow each person to speak on a topic once, before speaking twice.

The CEO and relevant senior members of Unison will attend TAG meetings.

A member of Unison Place Management and also the Facilities team will also attend TAG meetings.

TAG Convenor

The Unison CEO will be the TAG Convenor. The role of the TAG Convenor is to:

- Chair TAG meetings, guide discussion and ensure they are run effectively.
- Develop the meeting agenda in consultation with TAG members, Unison staff and EA to CEO.
- Review minutes of meetings, ensure that actions are properly recorded and followed up at subsequent meetings.
- Attend Board meetings to represent TAG and raise any issues or recommendations identified by TAG for discussion.

Secretariat support

Unison will provide secretariat support to TAG including taking minutes, preparing and distributing meeting papers and supporting the Convenor to develop the meeting agenda.

Recommendations

Recommendations at TAG should be made by consensus. Where consensus cannot be reached, a one person, one vote system will be used. In the event of a deadlock the TAG Convenor will hold the casting vote.

Record keeping

Minutes of all TAG meetings will be recorded and distributed to TAG and the Executive and Management teams within Unison to ensure that issues identified by TAG are addressed at an operational level.

TAG minutes will also be made available to all tenants.

Reporting to the Board

The TAG Convenor will attend Unison Board meetings once a year to report on the activities of TAG and raise any issues/recommendations identified by the Group.

The TAG Convenor will ensure that items to be raised with the Board are discussed at the TAG meeting prior to any Board meeting.

Review and evaluation

TAG will undertake an annual self-review process to measure the impact and effectiveness of the group. This is informed by output measures based on Renter Voice guidance provided by CHIA [Measures of output attributable to Renter Voice](#)

TAG Code of Conduct

The TAG Code of Conduct is in place to guide appropriate conduct and interaction within the TAG group. Breaches of the Code of Conduct are to be addressed in discussions with the TAG Convenor and CEO. Serious breaches of the Code of Conduct may result in TAG membership being revoked.

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