



## **CUSTOMER SERVICES COMMITTEE REMIT (2019)**

### **1.0 INTRODUCTION**

In establishing and reviewing this Committee Remit reference has been made to the Scottish Government's SPFM and On-Board guidance documentation.

Reference has also been made to the various recommended "Role Description" documents covering Committee Members and the Chairperson produced by EVH and SFHA.

### **2.0 MEMBERSHIP**

The Customer Services Committee shall consist of a minimum of 5 members of the Management Committee elected initially at the meeting of the Management Committee prior to the first meeting of the Customer Services Committee and thereafter annually at the meeting of the Management Committee following the Annual General Meeting (or otherwise as agreed).

However, any member of the Management Committee may attend any meeting of the Customer Services Committee and, for the duration of that meeting, participate as a full member of the Committee (with the exception of contributing towards a quorum).

### **3.0 ELECTION OF CONVENOR**

A Convenor and Vice Convenor shall be elected annually at the first meeting of the Customer Services Committee following the Annual General Meeting (or otherwise as agreed).

A Convenor shall serve a maximum of three consecutive years unless the Management Committee permit the Convenor's period of office to be extended.

### **4.0 ROLE OF THE CONVENOR**

#### **4.1 Agenda**

The Convenor will liaise with the member of staff assigned to service the Committee over the preparation of the Agenda by reviewing and approving the draft agenda. Only once approved can the agenda be issued.

#### **4.2 Committee Papers**

Once the Committee papers have been prepared (and distributed) Convenors will make contact with the member of staff assigned to service the Committee to review the reports and documents etc prior to the meeting to ensure that any matters requiring clarification / explanation can be discussed in advance of the meeting.

#### 4.3 Minutes

The Convenor will receive a draft Minute of the Committee meeting from the member of staff assigned to service the Committee for review and approval. Only minutes approved by the Convenor should be circulated for formal approval by Committee at their next meeting.

#### 4.4 Feedback to Management Committee

The Convenor will give verbal feedback to the Management Committee at meetings where sub Committee minutes have been distributed for information. This feedback will include the key items of business covered at the relevant sub Committee meeting.

### 5.0 QUORUM

A quorum will be 3 members of those elected as members of the Customer Services Committee. If a quorum of Members is not present within 15 minutes of the scheduled start of the meeting, the meeting may be postponed until a later date. Alternatively, the members present may proceed with the meeting and prepare a note of the meeting. Any business requiring approval will be recommended to the next Management Committee meeting.

### 6.0 MEETINGS

The Customer Services Committee will meet at least quarterly.

Meetings will be held on a Thursday evening but not on the Thursday immediately prior to the date of the Management Committee (unless otherwise agreed).

Meetings will last a maximum of 2 hours. Any business remaining at the conclusion of the meeting shall be held over until another meeting unless the majority of the Committee agree to suspend the standing orders and continue with the meeting.

A timetable of proposed meetings and business items will be prepared and circulated prior to the start of each financial year.

### 7.0 PRINCIPAL DUTIES

The Customer Services Committee will be responsible for considering reports relating to all aspects of the Associations housing service. These will include the following:

- ✓ Collection of rent and service charges, other charges due from tenants, owners and sharing owners and control of arrears of charges
- ✓ The allocation of tenancies and sale of properties owned by the Association
- ✓ The minimisation of unoccupied property
- ✓ Promoting activities with the aim of ensuring communities are safe and attractive places to live
- ✓ The provision of information about the Association's activities and services, and the consultation and participation of tenants and residents.
- ✓ The provision of services to other Associations and voluntary organisations

The Customer Services Committee will be responsible for the following policy and strategic matters:

- ✓ Reviewing policies and procedures relating to housing & property service issues.
- ✓ Reviewing formal agreements with external organisations in relation to the management of our housing stock and delivery of services to the Association's tenants and customers and to other Associations.
- ✓ To approve the Customer Services Department Plan annually.
- ✓ To award property services contracts on behalf of the Management Committee ensuring adherence to the Association's tender or procurement process;
- ✓ To establish and regularly review the property services aspects of the tender or procurement assessment process;
- ✓ To review the Association's approved Contractors tender list and/or the performance of the Association's framework agreement associated with all types of building contracts (where such a framework agreement is in place);
- ✓ To appoint Consultants in accordance with the Association's Consultants selection process
- ✓ To review the Association's list of approved Consultants and/or the performance of the Association's framework agreement associated with all types of building contracts (where such a framework agreement is in place) and to apply the selection process consistently and fairly to all aspects of its work.
- ✓ To maintain the Associations properties thus contributing to the objective of ensuring communities are safe and attractive places in which to live
- ✓ To consider the provision of property related services to other Associations and voluntary organisations
- ✓ To approve the design of repair, renewal and improvement projects
- ✓ To consider medical adaptations to existing stock.

## **8.0 PROCUREMENT OF SERVICES**

The Customer Services Committee will be responsible for the procurement and appointment of the following services:

Selection and appointment of consultants to carry out surveys and questionnaires, give professional advice on consultation initiatives and the production of information material such as newsletters, handbooks etc.

## **9.0 DELEGATED POWERS**

The Customer Services Committee will have delegated power to:

- ✓ Take decisions, on behalf of the Management Committee, on matters agreed as forming part of the remit of the Customer Services Committee on the proviso that all decisions are consistent with the Associations Corporate Management Plan, Customer Services Departmental Management Plans and Annual Budget and are reported to the next meeting of the Management Committee for approval.
- ✓ Policy matters, either new or subject to review, remain out with the above delegated authority and the Committee is limited to consideration and recommendation to the Management Committee.
- ✓ Should the situation arise where the Committee is unable to make a particular decision the matter in question will be referred to the Management Committee for decision.
- ✓ Any issues of a cross-departmental nature may be required to be considered by more than one Committee, prior to consideration by the Management Committee (or alternatively considered by the Management Committee only).

## **10.0 SERVICING AND REPORTING**

The Customer Services Committee will be serviced by the Association's Director of Customer Services who will be responsible for ensuring that reports are prepared and issued in time for the meeting i.e. at least 5 days prior to the date of the meeting.

## **11.0 REVIEW**

The remit of the Customer Services Committee will be reviewed annually.

Should the Management Committee have reason to call into question the decisions of the Customer Services Committee, both the remit and the composition of the Committee may be subject to review by the Management Committee prior to the date of the next scheduled meeting.

George Tainsh  
Chief Executive

**17<sup>th</sup> September 2019**

### Policy Review Consultation Process

Previously approved by the Management Committee	30 <sup>th</sup> August 2018
<b>APPROVED BY THE MANAGEMENT COMMITTEE ON</b>	<b>26<sup>th</sup> September 2019</b>
Date of Next Review	<b>August 2020</b>