

FORUM GROUPS

TERMS OF REFERENCE

This document sets out how the Forum will operate and how meetings will be conducted.

Name of the Group

Name of Forum

Aim and Objective

To establish a group that is representative of our community and will consider, monitor and review our services. The group will consider customer needs, diversity, and value for money, resources and capacity.

Who can attend?

Any tenant of New Charter Housing Trust can attend the meetings, it is an open meeting and invitations are sent out to all tenants on the customer sounding board. Residents are also invited to attend Neighbourhood meetings.

forums

The Tenant Participation Team is responsible for chairing the meeting. The Tenant Participation Team will be responsible for room bookings and minute taking and circulating the Agenda.

Frequency of Meetings

Forum groups are to be held quarterly, . Notice of the date of the forthcoming meeting is published either by leaflet or letter via the Tenant Participation Team.

Setting the Agenda

An agreed Agenda is to be used for forum meetings.

Conduct

Please refer to the Code of Conduct

Agreement

The Terms of Reference can be agreed or amended at any time but will be reviewed annually.

