

# CITIZEN CUSTOMER ASSURANCE COMMITTEE MEMBER

## ROLE PROFILE

### Introduction

The Citizen Customer Assurance Committee will provide assurance to the Citizen Board on all relevant matters relating to customer-based assurance. It will provide assurance that the consumer standards of the 'Regulatory Framework for Social Housing in England' are being met; that value for money is being achieved in service delivery to all Citizen customers and is in line with Citizen's vision 'to provide homes that are a foundation for life'.

The committee is part of the overall governance of Citizen and will develop and maintain a meaningful and influential relationship with the Board to ensure that they work together effectively.

### Role Requirements

The role requires Customer Assurance Committee Members to work together to:

- Ensure that the service meets the strategic and business objectives of the organisation; the Regulatory Standards for Social Housing sector and the expectations of the NHF's Tenants Charter.
- Ensure there is customer involvement and scrutiny with a focus on outcomes
- Review relevant information to aid the improvement of services for all Citizen customers in all areas of its operation.
- Review customer insight information and data to monitor service delivery in an objective way.

### Remuneration

There is monetary remuneration of £2,500 per annum. To make sure we don't disadvantage people whose benefits may be negatively impacted by payment for the role, we are also offering the positions on a voluntary basis.

Payment of all out-of-pocket expenses, incurred because of carrying out the work of the Customer Assurance Committee, will be paid including but not limited to:

- Travel expenses (receipt/ticket to be provided)
- Care (for adults or children) costs; provided by a registered minder.

Full training will be provided to the Customer Assurance Committee to support its growth and development. Individual members may be given the opportunity to undertake and gain qualifications e.g. Chartered Institute of Housing (CIH) certificate in professional practice. Citizen will endeavour to actively support such applications (these may be subject to individual circumstances).

## Eligibility for membership of the Customer Assurance Committee

All Citizen licensees, tenants, leaseholders, and shared owners are welcome to apply.

Your application will **not be eligible** if:

- Citizen has commenced legal action against you or a member of your household. This means you are not eligible if you have breached your tenancy and have a current Notice of Seeking Possession served against you, or a court order for breach of tenancy. This includes a possession order (or in breach of a suspended possession order) or court order (ASB order or injunction, demoted tenancy, or closure order) or any other judicial order which has an equivalent effect.
- Citizen has court order for recovery of money against you
- You are in a legal dispute with Citizen

## Eligibility to apply to be an associate member

This applies to the family members of a Citizen tenant, leaseholder, or shared owner.

Applicants must be over the age of 18 and will need to demonstrate that the Citizen property is their **'only or principal residence'**. (Evidence such as a bank statement, drivers' licence, letter from HMRC or DWP will be acceptable).

Your application **will not be eligible** if:

- The principle tenant (tenant, leaseholder, shared owner) or a member of the household is subject to legal action by Citizen for breach of tenancy/occupancy. This includes a Notice of Seeking Possession served against them; or a court order for breach of tenancy such as a possession order (or in breach of a suspended possession order) or court order (ASB order or injunction, demoted tenancy or closure order) or any other judicial order which has an equivalent effect.
- Citizen has court order for recovery of money against the principle tenant
- The principle tenant is in a legal dispute with Citizen

## Time commitment

- A minimum of 6 meetings per annum
- 2 away days per annum
- 1 whole board away day per annum

We estimate that the overall time commitment is 15 to 20 days per year (1.5 days per month). This figure includes attending the formal Customer Assurance Committee meetings and events as detailed above PLUS individual preparation time for meetings (reading of papers etc.); training; and working on 'task and finish group' activities.

## What we need from a Customer Assurance Committee member

### Key requirements

Organisational awareness	<ul style="list-style-type: none"><li>• Awareness and understanding of diversity and equality issues.</li><li>• Time and commitment to the role</li></ul>
Personal Qualities	<ul style="list-style-type: none"><li>• Independent judgement</li><li>• Ability to constructively challenge</li><li>• Impartiality, fairness, and confidentiality</li><li>• Tact and diplomacy</li><li>• Respect for others</li><li>• Respected and trusted by other citizen Customer Board Members</li><li>• Effective communication and interpersonal skills</li><li>• Team player</li><li>• Integrity</li><li>• Ability to see beyond own personal experiences</li></ul>
Desirable Experience	<ul style="list-style-type: none"><li>• Commitment to customer involvement, scrutiny, and good governance</li><li>• A passion for the services provided by Citizen</li><li>• A commitment to Citizen's vision and values</li><li>• The ability to think strategically about the services delivered by Citizen to all its customers in all the areas in which Citizen operates</li><li>• Objective approach to reviewing and monitoring services</li><li>• Awareness of Equality and Diversity issues</li><li>• A commitment to developing skills and knowledge of the social housing sector</li><li>• An understanding of or the ability to gain an understanding of housing tenure and landlord/tenant law</li><li>• An understanding of or the ability to gain an understanding of the regulatory framework for social housing</li><li>• An understanding of or the ability to gain an understanding of financial information in respect of housing services and the delivery of these services.</li></ul>

### Equality and Diversity

Citizen encourage fair and equal treatment for all, regardless of race, colour, ethnic or national origin, religion, gender, physical or mental disability, appearance, political affiliation, sexuality, age, or class.

Citizen will identify obstacles that may prevent customers from contributing and will endeavour to find solutions to enable customers to contribute to its work.