



## **CUSTOMER SERVICES COMMITTEE REMIT (2024)**

### **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 Board of Management elected initially at the meeting of the Board of Management prior to the first meeting of the Customer Services Committee and thereafter annually at the meeting of the Board of Management following the Annual General Meeting (or otherwise as agreed).

### **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 Board of Management 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 the Board of Management

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

#### 5.0 ATTENDANCE AT, AND PROTOCOL FOR, COMMITTEE MEETINGS

Governing Body members can either attend Board or Committee meetings in the office or access meetings remotely and in order that all meetings can be conducted effectively the following protocol is applied;

- ✓ Where Committee Members are attending the meeting in the office, at least one member of the SMT must physically attend the meeting to ensure that all equipment can be switched off and the office can be locked and secured following the meeting;
- ✓ Committee Members should indicate in advance whether they intend to access the meeting remotely (or in person) so that we can ensure that meeting can be managed effectively;
- ✓ Invitations to attend “remotely” will be sent to all Committee Members in advance of the meeting to allow any change in plans to be accommodated;
- ✓ All Committee members who are attending meetings remotely must apply the same procedures for entering or leaving meetings as are required for those attending in person;
- ✓ The Minutes of the meeting will specify how each member attended the meeting – in person or remotely.
- ✓ The member of staff assigned to service the Committee may advise, with the agreement of the Convenor, that the meeting will be held wholly online.

#### 6.0 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 (either in person or remotely), 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 Board of Management meeting.

#### 7.0 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 next Board of Management meeting (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.

## **8.0 PRINCIPAL DUTIES**

The Customer Services Committee will be responsible for considering reports relating to all aspects of the Association's 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
- ✓ Day to day maintenance and planned maintenance programmes for the Association's housing stock
- ✓ 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 all 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 Housing and Property Services Department Plans annually.
- ✓ To award property services contracts on behalf of the Board of Management 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.
- ✓ To review Complaints on a quarterly basis.

## **9.0 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.

## **10.0 DELEGATED POWERS**

The Customer Services Committee will have delegated power to:

- ✓ Take decisions, on behalf of the Board of Management, on matters agreed as forming part of the remit of the Customer Services Committee on the proviso that all decisions are consistent with the Association's Corporate Management Plan, Customer Services Departmental Management Plans and Annual Budget and are reported to the next meeting of the Board of Management Committee 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 Board of Management.
- ✓ Should the situation arise where the Committee is unable to make a particular decision the matter in question will be referred to the Board of Management 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 Board of Management (or alternatively considered by the Board of Management only).

## **11.0 SERVICING AND REPORTING**

The Customer Services Committee will be serviced by the Association's Director of Housing and Director of Property 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.

## **12.0 REVIEW**

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

Should the Board of Management 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 Board of Management prior to the date of the next scheduled meeting.

Anne Smith  
Chief Executive

**5<sup>th</sup> September 2024**

Policy Review Consultation Process

Previously approved by the Board of Management	<b>September 2023</b>
<b>APPROVED BY THE BOARD OF MANAGEMENT</b>	<b>26<sup>th</sup> September 2024</b>
<b>Date of Next Review</b>	<b>September 2025</b>