



Terms of reference Homeowners Forum

1. Purpose

- 1.1 Hexagon manages approximately 465 homeowners made up of both leaseholders and shared-owners. These homes are spread across 5 London Boroughs namely: Lewisham, Southwark; Bexley; Croydon and Greenwich
- 1.2 The purpose of the Homeowners Forum is to have constructive discussion and debate and ensure that we deliver what we set out to. To make sure Hexagon delivers a strong value for money service to our Homeowners.
- 1.3 In detail this means that the group is empowered to:
 - Agree a work plan for the year ahead – identifying key themes and operational policies that relate to homeownership.
 - Monitor useful performance information to agree action plan in response to any under – performance.
 - Discuss and scrutinise any service improvement plan.
 - Provide feedback and recommendations to Hexagon to help ensure that service delivery reflects the needs and aspirations of all homeowners.
 - Review complaints case studies to identify learning outcomes.
 - Contribute to reviews of relevant strategies and policies, as well as any periodic Hexagon reviews of the management of the service
 - Receive updates on progress made by the Rent & Homeownership Team.

2. Role of the Homeowners Forum

- 2.1 Our role is to support one another, work collaboratively in the essence of partnership to monitor and inform Hexagon's service delivery for Homeowners.
- 2.2 We will not raise personal issues at the forum. These will be raised outside of the meeting with the Rent & Homeownership Team.
- 2.3 Forum members are empowered to:
 - Access relevant documents providing they are not in breach of confidentiality or Data Protection laws.
 - Have access to performance information held by Hexagon.
 - Request attendance of Hexagon Managers at Forum meetings.

3. Meeting Arrangements

- 3.1 We'll meet not less than three times a year over Zoom.

- 3.2 Every meeting will have a set agenda that will be circulated 1 week in advance by the Resident Voice & Engagement Team (formerly known as Resident Involvement Team).
- 3.3 The Rents and Homeownership Manager will be the Homeownership Lead and attend each meeting as requested by Forum Members.
- 3.4 A member of the Resident Voice & Engagement Team will take minutes to be approved by the Chair and circulated to Forum Members, Rents and Homeownership Manager and Housing Services Director.
- 3.5 To be quorate meetings will require one third of membership to be present.

4. Membership and Roles

- 4.1 There are up to 12 members on the Homeowners Forum, all of whom are leasehold or shared ownership Hexagon residents. The term of membership will be three years with a maximum of two continuous terms. Residents who sit on the Hexagon Board cannot be a member of the Homeowners Forum.
- 4.2 Members have the option to nominate one regular stand-in who can substitute if the core member is unable to attend a meeting. Nominated stand-ins should be a Hexagon resident and provided with meeting context.
- 4.3 Homeowners Forum membership can be terminated by any of the following:
 - Resigning at any time in writing to the Chair and the Resident Voice & Engagement Team.
 - Failing to attend three consecutive meetings without providing apologies or good reason in advance.
 - Upon expiry of a first or second three-year term.
 - Failing to comply with the terms of this document.

5. Code of Conduct

- 5.1 The Code of Conduct for all Hexagon resident-led scrutiny groups applies to the Homeowners Forum, in summary:
 - **Respecting one another:** everyone has an equal right to voice their opinion and be treated with respect. We will not hog the meeting and will not talk over each other. We will start and finish the meetings promptly.
 - **Confidentiality:** Respect sensitive and confidential information, including identification of individuals. We all recognise the importance of trust.
 - **Task management:** Responsibility must be taken for tasks arising during meetings, to be completed within the agreed timescale. Action trackers will be kept and circulated in advance of meetings

6. Chairing arrangements

- 6.1 The Forum will elect a Chair and a Vice Chair to be in post for 12 months.
- 6.2 The role of the Chair will be to:
 - Chair the meeting, allowing everyone to have a say and keep to time.

- Summarise what progress and outcomes have resulted from the meeting.
- Set the agenda and approve minutes (in collaboration with the Resident Voice & Engagement Team)

6.3 The Vice Chair will support the Chair, and stand-in as required.

6.4 Decisions will be made on the basis of a consensus among those present. Where this cannot be achieved, or in the case of a tied vote, the Chair shall have an additional casting vote.

7. Support

7.1 The Forum will have the assistance and support of the Resident Voice & Engagement Team to co-ordinate all administration for meetings.

7.2 Hexagon will arrange for appropriate training as required by the Forum.

7.3 Forum members will be entitled to receive a voucher incentive for attendance, travel allowances and assistance with childcare costs in accordance with Hexagon's Residents Expenses Policy.

8. Reporting & reviews

8.1 The Forum may report on its work in Home News and Residents Annual Report.

8.2 These Terms of Reference shall be reviewed by Members at the Forum's inception and not less than every three years thereafter.

9. Agreement

By signing I acknowledge that I understand the Terms of Reference and will put this into practice at all times whilst acting on behalf of the Homeowners Forum.

Print name:

Signature:

Date: