

Terms of Reference

Community Housing Provider Tenant and Stakeholder Feedback Panel

Purpose

The purpose of the Community Housing Provider Tenant and Stakeholder Feedback Panel (the Panel) is to provide feedback to Wellington City Council as a Community Housing Provider (CHP) is established and tenancy related functions are transitioned to the new entity.

Expectations

We are seeking feedback from members on matters related to the set up and transition of City Housing tenancies to the new CHP, and how to ensure the CHP is set up to be successful.

City Housing will report back to the Panel on how feedback was considered, and actions taken as a result (including reasons why any feedback was not taken on board if that occurs).

The Panel is being set up to support the transition period. The CHP will consider whether the Panel continues to operate after the CHP becomes operational. The CHP may decide to put in place other arrangements to seek tenant input and feedback. It is important to note that the CHP is required to have a tenant participation policy, which means tenants will be able to be involved in decisions that affect them.

Meetings

Feedback from the Panel will be sought in a range of ways, depending on the issues, including through email or written feedback and/or meetings.

Training for members

It is expected that panel members will have an understanding of the transition from City Housing to a CHP. Information related to the decisions leading up to the establishment of the CHP will be provided to members. Beyond this, there is not the opportunity for training.

Criteria for membership

Panel members need to:

- Live in a City Housing property and be included on the tenancy agreement
- Or represent a community group/agency with an interest/relationship with City Housing and/or its tenants
- Be able to work with other people and work in a team
- Have good relationships with a range of tenants in our communities.

Further details of the roles and accountabilities of members and non-members that support the Panel are in Appendix A.

Term of Appointment

Members will be appointed until the transfer of City Housing's current tenancy functions are transitioned to the CHP.

Membership will cease if a member resigns and may cease if a member:

- Has a conflict of interest
- Behaves in a way that violates the code of conduct or
- Has issues affecting their current tenancy with City Housing (Eg anti-social behaviour, rent arrears).

Payment

Panel membership is voluntary and unpaid.

City Housing and the Council will provide administrative support for any meetings of the Panel.

The Council will support members who face barriers to fully participate in the Panel. Any payments will be on a case-by-case basis and at the discretion of City Housing and the Council.

Payments will not be made to members to provide care for children or other family members to allow attendance at meetings.

City Housing will ensure Council-based meeting venues are fully accessible with accessible toilets and that other required assistance (such as New Zealand Sign Language interpreters) is available.

Budget

The Panel will not be given an independent budget to commission work or undertake activities outside of work that is agreed with City Housing.

Funds allocated by the Council to support the Panel will only be spent on items directly relating to matters the Council is seeking feedback on.

Conflict Resolution

Should conflict occur, council officers will work with members to resolve the conflict.

If there are any concerns, members should raise them with the Manager City Housing or Project Director CHP Establishment. Their contact details are:

Angelique Jackson
Manager, City Housing
Angelique.Jackson@wcc.govt.nz

Katherine Meerman
Project Director, CHP Establishment
Katherine.Meerman@wcc.govt.nz

Conflict of Interest

Members will be asked to complete a Conflict of Interest Form when they apply to the Panel.

Members are also expected to notify City Housing of any new or emerging conflicts of interest throughout the transition period.

For the Panel, conflicts of interest are deemed to occur where a member advises on work that impacts on:

- money or other resources the member has invested outside the Council, or
- the member's family, or
- positions the member holds on groups or bodies outside of the Council, or
- membership of an organisation that is seen to act against the interests of the CHP establishment.

Review of Terms of Reference

The Terms of Reference will be reviewed as required. The panel will be advised and as necessary, involved in any review.

Appendix A: Role descriptions

Members

Position	Roles and accountabilities
Key Contacts	<p>The key contacts will be the Manager City Housing and the Project Director. They will:</p> <ul style="list-style-type: none"> • encourage open communication where all members can effectively contribute. • work with panel members and council staff to develop, complete and implement any feedback processes required. • be the spokesperson for the Panel and represent the views and recommendations of the Panel. • work with the CHP to ensure feedback is passed on as appropriate. • work with the CHP to seek feedback from the Panel as and when required.
Panel Members	<ul style="list-style-type: none"> • actively participate in panel work and contribute proactively • establish, maintain, and make the most of existing relationships with other groups around the City. • respond to feedback requests in a timely and professional manner. • help City Housing identify issues and opportunities and assist City Housing to canvas tenant and community views. • not take individual issues to the Panel that can be dealt with via existing council and/or City Housing channels. • comply with the Code of Conduct in Appendix B.

Non-members who will work with the Panel

Position	Roles
City Council Officers	<ul style="list-style-type: none"> • administration and support of the Panel. This will include the provision of information as required and following up on action points to report back to the Panel. • liaise with other council officers as required. • liaise with council officers to ensure that feedback is provided to the panel on advice that the group has given.

Appendix B: Code of Conduct

Objective

The objective of the code is to enhance:

- mutual trust, respect, and tolerance between members as a group and with councillors and council staff
- the credibility and accountability of the Council within its communities.

The following is the standard of behaviour that is expected from members of Wellington City Council reference and advisory groups, as well as this panel.

Relationships with others

Members will conduct their dealings with each other, and council staff, in ways that:

- are open, honest and maintain integrity.
- focus on issues rather than personalities.
- avoid aggressive, offensive, and abusive conduct.
- maintain confidence in their group.

Relationships with council staff

The effective performance of the Panel also requires a high level of cooperation and mutual respect between members and council staff. To ensure this is maintained, members will:

- treat all employees with courtesy and respect (including the avoidance of aggressive, offensive, or abusive conduct towards employees).
- observe any guidelines that the Chief Executive puts in place regarding contact with employees.
- not do anything which compromises, or could be seen as compromising, the impartiality of an employee.
- avoid publicly criticising any employee in any way, but especially in ways that reflect on the competence and integrity of the employee.
- raise concerns about employees only with the Manager City Housing or Project Director CHP Establishment, who will then decide whether to raise the issue with an appropriate senior council officer.
- not seek to improperly influence staff in the normal undertaking of their duties.

Contact with the media

All media enquiries on the CHP establishment and transition will be managed by the Council, the CHP Board, and their nominated spokespeople.

Panel members are free to express a personal view to the media or a view on behalf of other organisations of which they are a part.

Panel members should not provide comment to the media on behalf of the CHP or the Council.

Confidential information

In the course of their duties, members may receive information that they need to treat as confidential.

Council staff will ensure that panel members are aware which information is confidential.

Members should be aware that failure to observe confidentiality will impede the performance of the Council and could expose the Council to prosecution under the Privacy Act 1993 and/or civil litigation.

Individual queries

Members will not bring individual issues to the Panel that can best be dealt with by going through existing council and/or City Housing channels.

Honesty and integrity

Members have a duty to act honestly. They must declare any private interests relating to their duties and take steps to resolve any conflicts of interest in such a way that protects the public interest. They must not act to gain financial or other benefits for themselves, their families, friends, or business interests.

Appendix C: Recruitment and Selection Process

Wellington City Council will call for expressions of interest from tenants with City Housing via a range of channels. Tenants interested in being a panel member will complete an application. Applications will be assessed, and panel members will be selected and notified by the Council.

Invitations to participate will also be extended to external community groups and individuals identified by City Housing.