

Golden Lane Housing Limited **Board and Tenants Working Together**

Terms of Reference

Attendees:	Darren Ryland, Non-Executive Director (Co-Chair) Mark Johnson, GLH Tenant (Co-Chair) Natalie Macpherson, Non-Executive Director Stephen Smith, GLH Tenant Kerry Sutton, GLH Tenant Brian Magee, GLH Tenant Guest Board Member
Supporting Attendees:	Paul Knight, Interim Director of Housing and Tenant Experience (Lead Executive Officer) John Verge, Chief Executive Officer Laura Crook, Head of Tenant Experience Abigail Conaghan, Tenant Involvement Lead Lea Velenti, Executive Assistant (minutes)
By Invitation:	Golden Lane Housing Executive Directors Golden Lane Housing Non-Executive Directors
Frequency:	Three meetings per year.
Quorum:	No formal quorum is required. Meetings may proceed with those present, ensuring both tenant and colleague/Board representation whenever possible.
Deputies:	In the circumstance where the Co-Chairs are unable to attend a deputy may be nominated.

Board and Tenants Working Together may ask any other representatives of Golden Lane Housing, or third-party service providers, to assist it with its discussions on any particular item.

1.0 Purpose

The Board and Tenants Working Together Group (“the Group”) is established to strengthen the voice and influence of tenants within the organisation. The Group ensures that the lived experiences, priorities, and perspectives of tenants inform strategic discussions, service delivery, and organisational learning.

The Group acts as an advisory and insight-providing body. It does not hold delegated decision-making authority from the Board; however, it reports, and can make recommendations, directly to the Board on tenant-related matters and supports accountability for delivering excellent, person-centred services.

The Group will gather and reflect diverse tenant perspectives, ensuring that tenant experiences, needs, and rights remain central to service development.

2.0 Objectives

2.1 Amplify Tenant Voice:

- 2.1.1 Provide a structured, trusted forum for tenants to share views, experiences and ideas.
- 2.1.2 Highlight the issues that matter most to tenants and ensure they reach the Board.

2.2 Support Accountability and Service Improvement:

- 2.2.1 Monitor and review tenant-related performance indicators, complaints themes, tenant involvement activities, and service improvement actions.
- 2.2.2 Offer insight and feedback on organisational projects and operational developments from a tenant lens.

2.3 Strengthen Communication and Transparency:

- 2.3.1 Ensure tenants are kept informed about organisational plans and changes.
- 2.3.2 Promote clarity on how tenant feedback influences decisions and service delivery.

2.4 Provide Insight to Committees and Governance Bodies:

- 2.4.1 At the request of the Board or other Committees, review proposals or work items and provide a tenant-focused perspective.

3.0 Support and Information Requests

The Director of Housing and Tenant Experience is the Lead Executive Member and is responsible for ensuring the Group receives all relevant assurances and information in a timely manner. The Group is supported by the Executive Assistant and the Tenant

Involvement Lead. Minutes of each meeting will be circulated for comment within two weeks. They will be tabled for general approval at the next meeting of the Group.

Actions arising from the Group will be recorded as Matters Arising and circulated to action owners. Action owners must provide comments on their actions at least 10 days before the next scheduled meeting.

An agenda and papers for each meeting will be circulated to attendees in advance in accessible formats.

4.0 General

The Group is advisory and holds no delegated decision-making powers. The Group may make recommendations to the Board. The Board will consider insights as part of strategic and service-related decision making.

Group attendees will be provided with appropriate and timely training and development as necessary to support their effective engagement.

The Non-Executive Director Co-Chair of the Group will report to the Board after each meeting of the Group to provide:

- a written update or summary of key themes,
- recommendations for Board consideration,
- escalation of persistent or systemic issues affecting tenant experience.

These Terms of Reference will be reviewed annually or sooner if required by the Board or Group.

Version	Amendments	BTWT Approved Date	Board Approved Date
2	New format version (replacing ToR from January 2022) Updated to include: • Clear details of members, • Governance position (delegated authority clarification) • Updated purpose • New section 3 (Support and Information requests) • New section 4 (General)	30 th April 2026	2nd June 2026