

What tenants need to know about Tenant Scrutiny

What is the new Tenant Scrutiny Panel?

It is a brand new panel of Aire Valley Homes tenants who have been recruited and selected to represent Aire Valley tenants generally. It will work alongside the Board as a 'critical friend', making recommendations to improve the services tenants receive.

This new panel has real power and will help tenants to regulate what AVH does and influence the quality of service that they receive.

What will the Tenant Scrutiny Panel do?

1. The scrutiny panel will come together and look at **evidence**. This could be anything from results of customer satisfaction surveys, complaints information or information about how well different services are performing.
2. Based on this evidence, each year the Scrutiny Panel will decide to look in more detail at two or three particular areas of the business, depending on where they feel there is the greatest need for improvement. These will be the scrutiny topics for the year and will be agreed with the AVH Board.
3. The scrutiny topics for the year will be published on the website, along with the dates and times of the meetings when each topic will be discussed by the panel. These meetings will be open to the public. There will also be details of the **Call for Evidence** procedure, advising how and when members of the public can submit evidence for the Scrutiny Panel to consider as part of their scrutiny exercise.
4. The scrutiny exercise itself will involve members of the Scrutiny Panel looking in more detail at that particular area of the business that has been chosen for scrutiny. This might include:
 - Shadowing staff or contractors
 - Interviewing Managers
 - Reviewing performance information
 - Reviewing complaints information
 - Reviewing policies and procedures
 - Visiting other landlords to see how others do it
5. Following the scrutiny exercise, the panel members will come back together to discuss their findings. They will then send a report to Board, listing their recommendations for improvement. The Board will formally respond to their recommendations.
6. In the unlikely event that the Board does not agree to a recommendation, the **recourse** procedure can be followed, where there is the option to bring in a third party to advise how to overcome any disagreement.

What is a 'Call to Scrutiny' and the role of Tenants and Residents Associations?

The Scrutiny Panel will select the topics for scrutiny based on evidence, and these will be agreed with the AVH Board in advance. However there is a role for Tenants and Residents Associations (TARAs) in putting suggestions forward to the Scrutiny Panel.

A recognised tenants group (such as a TARA, a Community Voice or a customer focus group) may make a request that the Scrutiny Panel looks at an issue that is causing it concern. This is called a **Call to Scrutiny**. The Scrutiny Panel will then consider whether its programme of work will be changed to include the issues raised.

Individual tenants whose area is not represented by a TARA or Community Voice can also issue a **Call to Scrutiny** where they have fully exhausted AVH's complaints policy.

To ensure that the Scrutiny Panel focuses on the general services that tenants receive, rather than individual issues, a **Call to Scrutiny** can only be made when:

- The matter has previously been reported to, and investigated by AVH officers
- Any individual residents concerned have exhausted the AVH complaints procedure
- The matter relates to one or more of the TSA National Standards and/or AVH Local Offers (as detailed in the Annual Report to tenants)

Tenant Scrutiny- the future

Tenant Scrutiny is all about co-regulation: this means tenants themselves helping to regulate their landlord, Aire Valley Homes, rather than external regulators. Never before have tenants been so empowered with the opportunity to challenge their landlord on performance and shape the services they receive.

Remember, it is tenants themselves that have scoped out how the Scrutiny Panel will operate. This means that the entire process of scrutiny will be open and transparent to the wider tenant body. **YOU** have a key role to play in this new era of regulation.