

Terms of Reference Resident Members Charter

Purpose

The Resident Members Charter aims to build trust, create value and influence through meaningful resident engagement and involvement. It ensures that residents can act as long-term custodians for Eastlight's role in the community, providing quality homes and services, and enabling the governance of Eastlight to take residents' views into account in decision-making.

Objectives

- To provide opportunities for residents to scrutinise performance and get involved in improving service quality.
- To facilitate meaningful two-way dialogue and embed residents' views in Eastlight's operations.
- To organise activities and connect people to enhance accountability, scrutiny, transparency, influence, communication, connectivity, and inclusion at Eastlight.
- To support Eastlight's resident-led ethos and increase the customer voice in decision making.

Membership

Membership is open to all Eastlight residents (including tenants, shared owners and leaseholders) who choose to become Resident Members, subject to the following:

1. Resident Members should follow and observe the Code of Conduct whenever taking part in Charter activities. Eastlight reserves the right to remove membership from anyone who persistently fail to treat fellow residents, staff, and stakeholders with respect and dignity.
2. Resident Members should follow the terms of their tenancy or lease. Eastlight reserves the right to reject or remove membership from anyone in serious breach of their Tenancy Agreement or lease – for example if they commit high risk anti-social behaviour or they face court action due to arrears.
3. Residents will no longer be a member if their tenancy or lease ends with Eastlight, or if they write to Eastlight and state they no longer wish to continue as a Resident Member.

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Eastlight will review and approve applications that meet the eligibility criteria. If an application is unsuccessful, details of the reason and an explanation of what is required for their application to be accepted will be provided.

All Resident Members are eligible to receive a 'gold' membership card in recognition of their active involvement with Eastlight. Please note these cards do not grant any additional rights beyond those already afforded to you as a tenant, shared owner, or leaseholder.

Responsibilities

Resident Members are expected to:

- Hold Eastlight to account and scrutinise its performance.
- Engage in activities as set out in the Eastlight Community Gateway Circle, including workshops, events, and surveys to influence the delivery of residents' services.
- Adhere to the Code of Conduct, published alongside the Terms of Reference.

Activities & communication

The Resident Members Charter provides opportunities for residents to scrutinise performance, get involved in improving service quality and work with staff to make a difference in their neighbourhood. Activities include, but are not limited to:

- Opportunities to sit on panels to influence the delivery of residents' services, attending meetings, carrying out reviews to scrutinise services and contributing to surveys.
- Ideas, feedback and content will be sourced from local communities through meetings, consultations, events, and Eastlight's communication channels.
- Resident Members will receive regular email or postal updates on activities, unless they opt out. This will include an activity calendar, information about Eastlight's performance, opportunities to learn and outcomes of activities, including actions taken by Eastlight in response to resident feedback.

We aim to create an environment where all Resident Members feel valued and heard, and will make reasonable adjustments and support for Resident Members to participate, when requested.

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Steering group

A steering group of residents will be appointed to work with staff to introduce and embed the Charter for 12 months after it is adopted.

Residents who have supported the creation of the charter will be invited to put themselves forward for the steering group to ensure it is implemented in line with their vision.

Steering group members will be selected to ensure they represent a broad cross section of Eastlight's residents in terms of demography and geography.

All Resident Members will receive regular updates on the implementation of the Charter.

Review

- The Terms of Reference will be reviewed every two years to ensure they remain relevant and effective.
- Any amendments will be made based on feedback from Resident Members and changes in Eastlight's operations and the external operating environment.