

Tenant and Leaseholder Panel – Person specification

Below is a list of the key qualities and experience you will need in order to take part effectively as a member of the Tenant and Leaseholder Panel.

Skills / attributes
This role involves discussing high level performance information and proposed changes to policies etc., relating to services provided to tenants and leaseholders on Croydon Council managed estates. You will therefore need to be a Croydon Council tenant or leaseholder, or otherwise pay for housing services provided by the council.
Like all participants in our resident involvement activities, you must be able to demonstrate an understanding of and a commitment to the principles of equalities and diversity.
In order for the Panel to work effectively, participants should attend meetings regularly and be able to prepare for these in advance. Meetings are currently held every three months, each of which lasts around 2 hours and takes place in the evening. You must be able to commit the time to prepare for each meeting in advance, which will involve reading background reports etc., as well as attending the meetings on a regular basis.
The work of the Panel focusses on discussing and agreeing decisions that will affect services provided by the council to residents living in council managed properties, across the borough, not just your area. All participants must be committed to improving services for all council residents.
It is important that you are able to consider the facts based on evidence and not on your own preconceived views and ideas. You must be able to avoid being judgemental and able to consider other people's point of view.
The council produces reports and other information in advance of meetings, to ensure members understand the background to the various matters to be discussed. This information will be written in plain English to ensure such information is as easy to understand as possible. However, the majority of matters discussed by the Panel are at a strategic level and the supporting information can be complex. You must therefore be able to read and understand financial and statistical information, as well as detailed reports.
There can be up to 50 people at each meeting and there are usually a lot of issues to discuss. Members who wish to speak must be able to share their views clearly, concisely and confidently with others. You will need to be able to speak clearly and also be able to share and explain your views and ideas briefly but in a way that others will understand.
The council will provide training to further improve your skills and participants must be able and willing to attend and participate in relevant training sessions, some of which may be compulsory.
All participants on the scheme must agree to respect and abide by the constitution of the Panel and also agree to abide by the guidance in the code of conduct relating to those engaged in resident involvement