

TENANT SCRUTINY BOARD – TERMS OF REFERENCE

The Tenant Scrutiny Board provides independent, customer focused scrutiny which will robustly challenge policy practice and performance to ensure that Leeds City Council provides a high quality housing service that retains tenants at the heart of the organisation.

The Tenant Scrutiny Board is authorised to discharge the following scrutiny functions:

1. Provide independent assurance on the quality of service delivery against agreed performance indicators.
2. Assist in supporting the process of establishing performance indicators.
3. Act as a “critical friend” on behalf of tenants and residents providing “challenge” to the Council in relation to its Housing service delivery and by reviewing policies and strategies.
4. Review tenant satisfaction.
5. Ensure tenants are consulted before major changes to Housing Services are implemented.

Form an integral part of the governance of Leeds City Council through effective links with the Housing Advisory Board and Scrutiny Board (Environment and Housing)