

BHA Operations Committee Remit

1. General

- 1.1 This remit and delegated authority is designed to clarify the responsibilities of the Operations Committee, in line with any relevant directives or good practice guidance issued by the Scottish Housing Regulator (SHR), Scottish Government or other statutory authority.
- 1.2 The Operations Committee will comprise up to 5 members of the Board (this number may include co-opted). The minimum number of members required for a meeting to be quorate will be 3 members. The Board of Trustees Chair will also be entitled to attend as an ex officio member of the Committee. The Committee will abide by the Association's Standing Orders and Rules.
- 1.3 The Committee will normally meet on a quarterly basis and will be serviced by the Executive Team or their delegated replacements where appropriate. The Chief Executive and any other Leadership Team members may also attend as appropriate.
- 1.4 Following the Association's Annual General Meeting and subsequent election of Committee Members, the Board of Trustees will elect a Chair to serve until the next Annual General Meeting.
- 1.5 The Committee will monitor the performance of the Group ensuring effective management of the Group's resources, tenancy and housing management, maintenance of the Association's stock and related assets, in line with any relevant directives or good practice guidance issued by the Scottish Housing Regulator, Scottish Government or other statutory authority.

2 Remit

- 2.1 The Committee is remitted with responsibility in connection with all operational activity of the Group, and will monitor the performance of the following:
 - Customer Experience
 - Assets and Sustainability
 - Business Support
- 2.2 The main responsibilities of the Committee are described below.

2.3 Customer Experience:

The Committee will monitor the performance of Neighbourhood Services, Customer Experience, Social Innovation, and Repairs and Maintenance. The Committee using customer insight, will seek to understand the 'customer voice' and feed into service improvements and decision making by the Board. It will ensure that services and performance measures meet the requirements of Compliance with Standard 2 of the Governance and Financial Management Standard:

- Approve local lettings policies
- Approve customer engagement activities and receive reports and updates in respect to these activities eg scrutiny reviews, customer consultation etc.
- Customer Experience Delivery plan
- Monitor the performance of the following areas:
 - Customer experience delivery plan
 - Allocations/re-lets
 - Voids
 - Income management and current and former arrears
 - Levels of statutory homelessness
 - Complaints and customer satisfaction
 - Customer experience team call handling
 - Customers accessing tenancy sustainability support
 - Effectiveness of social innovation projects
 - Adherence to repairs and maintenance KPI's
 - Any other Customer Experience performance indicators set by the Board
 - Anti-social behaviour
 - Estate management
 - Financial performance and value for money of services delivered within Customer Experience
- Recommend to the Board:
 - Target setting
 - Business case to access external funding to deliver new projects
 - ARC submission

2.4 Assets and Sustainability

The Committee will:

- Monitor the delivery of planned and cyclical maintenance contracts
- Approve and monitor the Delivery Plan that supports the Asset Management Strategy (includes the Energy Efficiency Standards for Social Housing (ESSH)).

- Assess new technologies in relation to sustainability and energy efficiency
- Monitor the operational performance of all landlord health and safety requirements:
 - Gas
 - Electric
 - Fire safety
 - Asbestos
 - Legionella
 - Lifts
 - Mechanical equipment
- Make recommendations to the Board regarding:
 - the disposal of social housing
 - new development schemes for affordable and social housing

2.5 Business Support:

The Committee will:

- Approve the Business Support delivery plan
- Monitor the performance of:
 - Business Support delivery plan
 - The delivery of the IT Roadmap
 - Delivery of business improvement projects
 - Adherence to the policy review schedule
 - Compliance with operational risk procedures and monitoring the implementation of risk actions
 - People indicators as agreed with the Executive Team

3. **Other**

Policy Development and Review

The Committee will approve policies as delegated to them by the Board.