

Terms Of Reference

St Georges Court Regeneration Project

Resident Steering Group

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1. Purpose

- 1.1 The Steering Group (S.G) exists to strengthen the voice of residents living in St Georges Court (SGC) in relation to the proposed improvements.
- 1.2 The Steering Group supports Tai Calon in ensuring that the improvements to St Georges Court are fit for purpose.

2. Role

The Steering Group has three roles:

- 2.1 To connect resident experiences to the evolving proposals for SGC. Ensuring that lived experience is considered.
- 2.2 To recommend design/implementation improvements as the project develops.
- 2.3 To support the communications strategy in providing feed back to the wider residents via the SGC residents association.

3. Scope and Authority

- 3.1 The S. G is representative of all SGC residents.
- 3.2 Guided by residents' priorities, the S.G will work collaboratively with Tai Calon senior staff and appointed consultants to deliver the regeneration of SGC.
- 3.4 The S.G will play a key role in the selection of the main contractor for the project.
- 3.5 The S. G will be able to request in advance representation from Tai Calon staff to attend a meeting, provided their attendance is necessary for the development of the project.
- 3.6 The S.G will act as a link with the wider SGC Residents Association.
- 3.7 The S. G is not a formal committee of Tai Calon but will have a clearly defined role in reporting on progress with the project via feedback to the Director of Assets and Property.
- 3.8 Notes of S.G meetings will be posted on the Tai Calon website.
- 3.9 The S. G is not an escalation point for individual issues. However, a brief overview of an individual issue where relevant to the meeting agenda, may be used to illustrate an area of concern.
- 3.10 The S.G is not an open group. It is made up of recruited individuals. Any individuals invited to attend, must be done so in agreement with Tai Calon

4. Outputs

- 4.1 To identify any concerns in respect of the proposals for SGC.
- 4.2 To put forward proposals for changes to the design and delivery of the project for consideration.
- 4.3 To play an active role in the selection of the main contractor for the project.
- 4.4 To play an active role in the ongoing works including representation at monthly meetings with the contractor.
- 4.5 In support of the communications plan, to liaise directly with the chair of the SGC residents association and communicate to them key decisions and actions.
- 4.6 To participate in SGC events in relation to the project.

5. Membership

- 5.1 The S.G membership shall consist of **up to 10 residents**. Two membership places shall be reserved for Leaseholder membership to ensure fair representation.
- 5.2 Up to ten recruited residents from across SGC will form the S.G. S.G. Members will as far as possible, consist of a diverse range of individuals who bring a rich mix of experiences and perspectives including Leaseholders.
- 5.3 Other topic-based attendees, invited by the Chair to support agenda items.
- 5.4 Observers who have requested to attend meetings and have been agreed by the Chair. Observers will be able to ask questions and make contributions at the discretion of the chair.
- 5.5 Any vacancies that arise in the S. G. may be advertised and recruited for membership of the S. G. by Tai Calon.
- 5.6 Relevant Tai Calon staff to support agenda items can also attend meetings.

6. Meeting arrangements

- 6.1 The S.G shall meet six times a year or as deemed necessary by the S.G.
- 6.2 The S.G meetings will be Chaired by Tai Calon
- 6.3 S. G. members are expected to attend all meetings. Meetings will be in person either at SGC or the Offices of Tai Calon.
- 6.4 Where possible Apologies should be provided to Tai Calon in advance for each meeting. Continued absence without a valid reason (i.e., non- attendance of more than three meetings), may result in members being asked to vacate their position and recruitment for a new resident member will take place.
- 6.5 Members can expect to receive any papers or information performance information one week before a meeting.
- 6.6 Minutes and actions will be circulated within two weeks after the meeting. And published on Tai Calon's website. Members can raise amendments to minutes following this circulation.
- 6.7 Meetings will be conducted in compliance with the Code of Conduct below.

7. Code of Conduct

- 7.1 Members should represent a range of different perspectives and be committed to the principles of mutual respect of others.
- 7.2 Members should refrain from using involvement as means to gain preferential treatment for personal housing or other related issues or using the S.G as a route to contact senior members of staff (e.g., Executive Board members, Chief Executive, etc).
- 7.3 Members to observe and uphold good meeting etiquette and act respectfully towards any staff or residents you are working with.
- 7.4 Members to declare any conflict of interests which may affect their input or contributions to involvement discussions (including any active complaints or breaches of tenancy).
- 7.5 Members must also:
 - Refrain from seeking preferential treatment by virtue of their involvement and are expected to use the normal procedures for reporting repairs, neighbourhood issues, complaints
 - Demonstrate good manners, to gain and maintain the respect and trust of all those with whom they work.
 - Respect differences in background and ability and act fairly in ways that do not discriminate against anyone, actively listening to the views of others.
 - Refrain from using abusive, offensive, or aggressive behaviour; bad language or defamatory or insulting comments at all times
 - Refrain from promoting individual political or religious views.
 - Refrain from personal attacks on fellow residents, Tai Calon staff, or representatives of other organisations. As well as within organised meetings, this includes via email, telephone or letters.
 - Ensure that confidentiality is always maintained, whether in relation to matters of a personal or sensitive nature, or any information that is shared in confidence by Tai Calon within these meetings.
 - Exercise fairness and impartiality when dealing with all consultants, suppliers, contractors, and sub-contractors. No special favour should be shown to any business which you or your family or friends have some personal or professional connection to. If there is such a connection, this should be declared as above.

- Gifts and Hospitality: You should ensure you comply with the Bribery Act 2010 and should neither accept bribes nor attempt to bribe anyone else. As with numbers 8 and 9 If members feel any cash, gifts or hospitality have been offered with the clear intention of trying to influence you (even if you declined the offer), please inform a member of the Director of Assets and Property.

Review of terms of reference

These terms of reference will be reviewed annually by Tai Calon with input from members of the S.G.

Date of next review: October 2026