

Residents and Officer Asset Management (ROAM) and Voids Group

Introduction:

The group brings together residents and officers to; discuss, inform, influence and assess services relating to council and leasehold homes. The group is split into 2 parts; ROAM encompasses- quality, cost, repairs, delivery of maintenance services and the planned works programme. The focus of the Voids section of the meeting monitors the delivery of requirements outlined within the voids Five Point Promise.

Role:

The group has been formed in order to achieve the following-

- To provide a communication channel between residents and City Council officers relating to maintenance services provided for council and leasehold homes;
- For council officers to consult members on new policies, procedure or documents to gather resident input;
- To solicit feedback from members on current service and performance of the City Council and the usability and accessibility of services, and listen to their suggestions and ideas;
- To collect customer feedback on their experiences when service-provision changes and develops;
- To keep members informed directly of any wider changes as they are developed and implemented; and
- It is not a forum to discuss personal issues as this would conflict with the purpose of the group and maintenance of objectivity.

Members:

- Membership will not be limited; the only requirement is to be a Cambridge City Council tenant or leaseholder and officers from the City Council and relevant repairs services.
- Members will be required to sign a code of conduct.
- Whilst in the role members will ensure they conduct themselves in a calm, respectful manner so that everyone can air their views without any intimidating behaviour.

Meetings:

- Will take place at a frequency set by the group with a minimum of 4 per year.
- There are no set rules for how many members must attend a meeting.
- Members may attend as many or as few meetings as they want. The only requirement is that they must let the Resident Engagement Officer know if they will (or won't) be attending upcoming meetings.
- The venue will be at City Homes meeting room unless otherwise specified.

Chair:

The Chair must be a resident. The group will collectively nominate a Chair for each meeting.

Support for the Groups's work:

The Resident Engagement Officer will ensure that the members -

- Are provided with all the admin support required to carry out their role effectively.
- Are given a real sense of ownership, can feel a sense of pride in their activities and are actively involved in the organisation
- Are empowered and have genuine opportunities to influence strategy, policy and services
- Have opportunities to gain skills, knowledge and experience which will contribute to capacity building for both individuals and communities