Ealing Council independent housing board
tenant representative – role profile

About the role

We are committed to providing safe, good-quality homes and giving residents a stronger voice in how housing services are shaped and improved.

We are looking for an Ealing Council tenant to join the independent housing board. As a tenant representative, you will bring residents' views and experiences into discussions and help influence how housing services improve.

Following a recent inspection of our landlord services, the council is working to improve housing services. The board plays an important role in reviewing progress, asking questions and making sure residents' views help shape these improvements.

You do not need to be a housing expert or have previous board experience. We are looking for someone who is committed to improving services, willing to ask questions and able to represent the wider interests of residents.

You will be expected to:

- attend 4 (2-hour) board meetings each year
- attend a preparation meeting (2-hour) the week before each board meeting
- read the meeting papers before each meeting (2-4 hours)

There may also be opportunities to get involved in other meetings, groups or activities. These are optional, but we would welcome your involvement.

This is a voluntary (not paid) role. We will provide an induction and support you to understand the information discussed. Please tell us if you need information in a different format or any other support to take part.

What is the independent housing board?

The independent housing board is resident-led and works with the council to help improve housing services for everyone. The board looks at:

- **how housing services are performing** and whether residents are getting a good service (for example, repairs, complaints, health and safety)
- **how we are improving our services** and meeting the standards expected of us
- **how money is being used** to provide good services and value for residents
- **how residents are involved** and have a say in decisions about housing services
- **areas that need more attention**, where the board may want to look at an issue in more detail

The board checks progress, asks questions and makes recommendations to the council. This helps ensure that residents' views are heard and influence service improvements.

Who is on the independent housing board?

The board brings together people with a mix of lived experience, knowledge and different points of view. Board members include:

- an independent chair, who is an Ealing resident and housing expert
- 2 tenant representatives and 1 leaseholder representative
- the cabinet member for safe and genuinely affordable homes
- senior council officers (from outside of housing)
- an independent housing expert and adviser

Ealing Council housing officers also attend meetings to provide information and answer questions but are not board members. This helps the board remain independent and form its own views.

Tenant representative – what we're looking for

We are looking for a council tenant who wants to help improve housing services and represent the wider interests of residents. As a tenant representative, you will:

- **bring residents' views and experiences** into board discussions
- **ask questions and share your views** on how housing services are performing
- **think about the wider needs of residents**, not just your own experiences
- **prepare for meetings by reading the information shared beforehand**, so you are ready to take part in discussions

More information about how board members will work together is set out in the **working together agreement**.

How to apply

The process has been summarised below:

Applications open (12 October)	Review information and complete your **expression of interest** form
Q and A session (w/c 26 October)	An optional session where you can learn more about the role and ask questions.
Applications close (6 November)	Complete and submit your **expression of interest** form to the resident engagement team - ResidentInvolvement@ealing.gov.uk
Interview (w/c 9 November)	Shortlisted applicants will be invited to attend an interview and learn more about the role.
Induction and pre-meet (w/c 23 November)	Successful applicant will attend an induction session and meet board members ahead of their first meeting.
First board meeting (7 December)	Successful applicant will attend their first board meeting.

We are here to support you.

If you have any questions, need training or support, require information in a different or accessible format, or want to find other ways to have your say on housing services, please contact the resident engagement team at ResidentInvolvement@ealing.gov.uk or call 020 8825 9998 (option 5)

Website: https://www.ealing.gov.uk/housing-get-involved