Customer and Communities Committee
Terms of Reference

The **Board** has adopted these Terms of Reference to govern the conduct of its **Committees** and to establish the principles for delegations of authority to the Committee to ensure sound management, efficiency of day to day operations and accountability throughout the **Group.**

1.	**Purpose**
	The Committee will provide assurance and recommendations to the Board on: • Moat's compliance with the Regulator of Social Housing Consumer Standard. • The performance, quality, and value for money of services provided to housing customers, living in homes of all tenures. • The effectiveness with which complaints are managed. • Ensuring that the voice of the customer is heard and acted upon in driving improvements to the Customer Experience.
2.	**Roles and responsibilities**
	The Board is responsible for setting the Terms of Reference for each Committee and the Committee Chair is responsible for ensuring that the business conducted within the meeting is aligned to its Terms of Reference. The Executive Director of Customer Experience and Executive Director of Existing Homes are the responsible Executives for this Committee.
3.	**Accountabilities**
	Customers 1. Recommend to the Board the approval of strategies that relate to the Customer Experience, or any changes to it, considering the total lifecycle of the customer journey with Moat for different tenure types and homes. 2. Ensure that Moat considers the diversity and individual needs of our current and future customers when shaping our model for service delivery. 3. Recommend a set of service standards for our customers to the Board for approval and monitor performance against them. 4. Ensure our customers have a range of opportunities to engage with Moat and to influence the design of customer-related strategies, plans, policies and standards that impact them through the approval and monitoring of a Customer Engagement Framework. 5. Scrutinise reports on customer feedback (including complaints), insight and satisfaction from a variety of sources to monitor customers' experience of service delivery, gaining assurance that learning and action from insight is embedded at Moat and lessons are learnt to improve service delivery. 6. Seek assurance that Moat is compliant with the Housing Ombudsman's complaints handling code through the annual self-assessment and recommend it to Board for approval.

	7. Review any Housing Ombudsman Service findings to ensure that findings are implemented and lessons learned. 8. Review and scrutinise the Annual Complaint and Service Improvement Report. 9. Review compliance with the Regulator of Social Housing's Consumer Standards on at least an annual basis. 10. Receive and review the annual report to tenants, ensuring that it meets the requirements of the Regulatory Standards. 11. Scrutinise Moat's performance in relation to Tenant Satisfaction Measures. 12. Regularly review updates and insight from the involved resident groups and customer panels, ensuring that the customer voice and their priorities form part of strategic decision making. 13. Scrutinise Moat's approach to anti-social behaviour (ASB), including assurances on compliance with Moat's ASB Policy. **Existing Homes** 14. Scrutinise performance of repairs against plans, targets and financial parameters on a regular basis to agree and monitor actions to address any areas of under-performance in the delivery of key operational services. 15. Receive assurance that Moat's customers are living in homes that meet the Regulator's Consumer Standards and relevant legislation as a minimum. 16. Approve the Moat Void Standard. 17. Ensure that services are tailored to the needs of the local communities and scrutinise performance of local service offers. **Other** 18. Ensure that any areas of risk within the Committee's scope of responsibility are regularly reviewed. This may include carrying out deep dives in relation to specific risks aligned to the risk registers and areas of concern escalated to Audit and Risk Committee. 19. Review changes to legislation, government policy and regulation in relevant service areas and agree any follow up action needed to ensure continued compliance. 20. Consider the Committee's effectiveness annually. 21. Consider any other matters referred to the Committee by the Board or by Subsidiary Boards or committees. 22. Review and approve any policies delegated to the Committee by the Board.
4.	**Membership, frequency, chairing and administration**
Membership	The CCC will consist of up to Five Independent Non-Executive Board members who bring relevant knowledge and skills. In addition, the Committee may include up to two customers, one of which should be the Chair of Customer Scrutiny Panel and who shall also be a customer of Moat. Only members of the committee have the right to attend committee meetings. However, other individuals such as the Chief Executive, the Executive Directors, Directors and Heads of service and external advisers may be invited to attend for all or part of any meeting, as and when appropriate. No members of the Executive Team shall be members of the Committee.
Chair	The Chair of the Committee will be appointed by the Board from amongst the Independent Non-Executive Board members.

Secretary	The Company Secretariat shall act as the secretary of the CCC meeting and will ensure that the meeting receives information and papers in a timely manner to enable full and proper consideration to be given to the issues. The Company Secretariat shall ensure that matters arising from the meeting are accurately captured and that actions are tracked through to completion. Any approvals given at the meeting shall also be recorded, and upon request, accurate minute taking of specific matters.
Frequency	The CCC shall meet at least four times in every calendar year, or more frequently if circumstances prevail.
Quorum	Three members shall form a quorum.
Reporting	The Chair of the Committee shall ensure that decisions delegated to it within the Governance Framework are reported back to the Board and other committees on a regular basis where required.
Review	This document will be reviewed annually, or more frequently if changes in legislation, regulation or the service requires it.

Target Audience	Board and Committee members
Document Number	MHL-TOR-CCC
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Authorised by	Moat Homes Limited Board
Review Frequency	Annually
Next Review Date	July 2027
Definitions	**"Board"** shall apply to the Board of Moat Homes Limited **"Moat"** means Moat Homes Limited **"Group**" means Moat Homes Limited and its **Subsidiaries** **"Committees"** means the committees established in accordance with the **Rules** and Code of Governance as follows: Finance Committee, Audit & Risk Committee, Governance & People Committee, and Customer & Communities Committee. **"Code of Governance"** means Governance Code the Board has adopted in line with the requirements of the Housing Regulator's Governance and Viability Standard. **"Independent"** means as defined in the Code of Governance, which Moat has adopted. **"Non-Executive Board Members"** means Board Members who are not Executive Directors. **"Executive Board Members"** means Board Members who are members of the Executive Team. **"Rules"** means the governing instrument of the legal entity. "**Company Secretary**" means the person appointed by the Board to be the Secretary of Moat, including any deputy appointed to act as Secretary. **"Subsidiaries"** and **"Subsidiary"** means future and existing wholly controlled subsidiary organisations including Moat Housing Group Limited (MHG), Moat Development Limited, Moat Homes Finance plc, Moat Construction Services Limited, Mariner Facilities Management Limited. The Subsidiaries have independent legal and financial status, but operate within Moat's Corporate Plan, Policies and these Standing Orders under the management of Moat's Chief Executive and Executive Team as agreed by the Board. Defined terms are shown in **bold** the first time that they are used.