

Customer & Community Network



Terms of Reference

The Customer & Community Network makes sure that we put our customers at the heart of our decision-making. It oversees our services and monitors our community impact.

Agreeing strategy and measures

ensuring the strategy maximises opportunities to innovate and ensures our policies and procedures provide a proportionate response to threats that may impact our strategies

S001	Receive the corporate strategy following approval by the Board of Aster Group Limited
S008	Recommend the Customer Services Strategy to the landlord entity boards
S009	Recommend the Aster Foundation Strategy to the landlord entity boards

Managing risk & compliance

ensuring the strategy maximises opportunities to innovate and our policies and procedures provide a proportionate response to threats that may impact our strategies

R005.1	Monitor and confirm as effective the management of risk & opportunities arising from the Aster Foundation Strategy in accordance with form (R001)
R005.2	Monitor and confirm as effective the management of risk & opportunities arising from the Customer Services Strategy in accordance with form (R001)
R016	Provide comment on the Honesty Policy prior to consideration by the GAC
R023	Recommend the Corporate Social Responsibility Policy to the Board of Aster Group Limited
R055	Approve Tenancy Policy
R056	Approve Rent Collection Policy
R062	Approve Aids & Adaptations Policy
R063	Approve Lettings Policy
R064	Approve Anti-social Behaviour Policy
R065	Approve Fire Safety Management Policy
R066	Approve Estate Management Policy
R068	Approve and monitor the effectiveness of the Complaints Policy
R069	Approve Customer Scrutiny Panel & Customer Overview Group Terms of Reference
R071	Approve any service standards to customers or (on discretion of the Chair) refer to Entity Board
R072	Approve Recoverable Service Charge Policy
R076	Approve Customer Voice Policy
R088	Approve Leasehold Management Policy
R091	Approve Repairs and Maintenance Policy
R096	Approve Recharges Policy

R097	Approve Empty Homes Policy
R097.1	Approve Abandonment Policy
R098	Approve Mutual Exchange Policy
R099	Approve Succession and Assignment Policy
R100	Approve Pets Policy

Delivering performance

ensuring the delivery of strategy through strong assurance provided by the performance and compliance frameworks

D001	Monitor delivery of Strategic & Protection KPIs and management of risk & compliance obligations allocated or escalated to the CCN through the PFM (R006), CF (R007) and RMF (R001)
D130	Update on relevant matters from Entity Board minutes by Senior Independent Director
D132	Receive minutes of the Customer Overview Group and Customer Scrutiny Panel & receive assurance from its minutes
D137	Update on relevant matters from Entity Board minutes by Group CEO
D141	Receive verbal update on the work of the Customer Experience Panel
D169	Note the appointment of Committee Member and Committee member Co-optee re / appointments & Committee Chairs
D171	Note for the minutes any decisions using Chair Actions or Written Resolution

Receiving independent assurance

ensuring the delivery of strategy is real and compliant through regular independent assurance. The Audit Strategy dovetails to the Framework for Opportunity and Risk Management providing the greatest assurance against the greatest risks.

IA11	Receive internal audits for information/review as submitted by Director of Audit
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APPENDIX 1 - Purchase & Payments

Purchase & Payment Levels and signing of contracts on behalf of an entity committing the business to provide or receive service unless restricted by Board resolution in accordance with *Payment Conditions*