

## **NATIONAL RESIDENTS GROUP SUMMARY TERMS OF REFERENCE**



### **1 PRIMARY ROLE**

1.1 MHP National Residents Group (NRG), with the support of officers, Scrutiny Committees and Resident Inspectors:

- Monitor MHP performance and make improvement recommendations;
- comment and make recommendations following consideration of reports from MHP Board;
- scrutinise MHP's approach to involving customers, assess the impact of involvement outcomes beneficial to customers and the business, assess the value for money this offers and shape the service accordingly;
- ensure that new customer facing policies, policy reviews and services are shaped around customer needs and profile; and
- provide a way for MHP customers to raise concerns with the regulator once internal resolution processes have been exhausted.

### **2 MEMBERSHIP**

2.1 The NRG is a resident-led body. It will consist of not more than 12 members, who must be customers of MHP and reflect the customer profile where possible. In addition the Committee may co-opt 2 independents who may provide additional skills or experience relevant to the NRG.

2.2 NRG members will be appointed to serve for terms of three years, following an open and transparent recruitment process, with candidates measured against MHP competencies for the role.

### **3 NUMBER OF MEETINGS**

3.1 The NRG will meet on not less than four nor more than six occasions per financial year, including not more than once as an AGM. An MHP Director will attend each meeting and administration will be carried out by MHP staff.

### **4 CONDITIONS OF APPOINTMENT**

4.1 NRG members will be required to sign and to comply with Conditions of Appointment and to participate in induction and training programmes, as appropriate.