



Tenant Forum

Terms of Reference

The Tenant Forum Terms of Reference formally documents the objectives, role and responsibilities of a tenant that attend a Forum meeting.

Last Reviewed by the Customer Panel	20 January 2026
Interim Review	10 June 2026
Next Review by the Tenant Forum	May 2027

Purpose of the Tenant Forum

The Tenant Forum is a collaborative meeting for tenants to positively engage with Manningham Housing Association (MHA) acting as a consultative and scrutiny forum in MHA's day-to-day service operations.

Meetings

- MHA will arrange four Forum meetings per year
- A Chair will be in place to direct the meetings.
- Administrative support will be provided by the MHA Administration Assistant.
- Forum Agendas, pre reading information and presentations will be placed on the MHA website for all tenants to access
- Forums may be held at various locations to encourage a wider participation from tenants in Bradford and Keighley

Membership

- The Tennat Forum is open to all MHA tenants
- The Chair of the Forum must be a tenant of MHA
- The Chair must meet what is expected of an individual taking on the role of the Chair to deliver the objectives of the Forum

Role & Responsibilities of tenants that attend the Tenant Forum meetings

- Be the wider tenant voice and hold MHA to account, ensuring the tenant voice is heard at Board level
- Act as a consultative body for the implementation of new and existing policies
- Scrutinise MHA's services and MHA performance against services and policies
- Identify areas for continuous improvement in the Association's service delivery
- Approve applications made for the Community Involvement Grant (CIG)
- Review performance against MHA's Customer Service Promise
- Promote involvement and engagement with all the Association's tenants
- Help plan customer events including the Tenants Mela(s) by contribution of ideas at the Forum

Conduct

- Be led by the Chair, following the guidance of the Chair in the conduct of the meetings.
- Be courteous to each other, allowing each other the opportunity to speak
- Accept the purpose of the meeting is to benefit to tenants generally and not specific individuals

Discrimination

Manningham Housing Association strives to ensure that there shall be no discrimination or unfair treatment on the grounds of gender, race, colour, ethnic or national origin, religion, sexual orientation, marital status, age, disability, social position, politics, trade union membership or social disadvantage. We aim to ensure that everybody is treated equally and has equal opportunity to receive the services we offer.