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# Property Redress panel Terms of Reference



## Introduction

This document sets out the purpose and objectives of the Property Redress Panel (“the Panel”) which consists of a group of members and industry experts who are given the opportunity to meet and give direct information, guidance and feedback to Property Redress leadership, in a clear and transparent way, for the benefit of both members and Property Redress.

## Purpose

1. The Panel is a group of individuals who:
  - i. represent themselves, when reporting and informing the Head of Redress and Property Redress leadership of developments in their relevant area of expertise
  - ii. provide advice and guidance to the Head of Redress and/or the Property Redress leadership based on their professional experience and expertise
  - iii. may refer relevant topics for consideration to the Head of Redress and Property Redress leadership
  - iv. engage with each other as part of the Panel to help Property Redress with:
    - sharing knowledge and information
    - improving standards and
    - where appropriate challenging Property Redress processes or approaches
2. The Panel may provide feedback to the Head of Redress and Property Redress leadership on the effectiveness of their processes including both membership and case management.

## Scope

3. Each Panel Representative (“Representative”):
  - i. can publicise their role on the Panel but cannot claim to represent Property Redress
  - ii. will be expected to help promote Property Redress initiatives and efforts to provide information and guidance to the industry
  - iii. will be expected to provide a report on their specific area of expertise for the Property Redress annual report

## Panel membership

4. The Panel and any subsequent Representatives will be appointed by Property Redress leadership
5. A Representative may be Property Redress member, an industry expert, or someone acting on their behalf
6. Panel Representatives will have no interest, share or financial benefit from Property Redress other than any expenses agreed by Property Redress leadership for activities involved as a Panel member
7. There is no limit on the number of Representatives

## Authority

8. Property Redress leadership:
  - i. may change a Representative who they feel has contravened the Panel’s Terms of Reference or prejudiced the position of Property Redress or its owners
  - ii. may amend or change these terms by giving one months’ notice
9. A representative can be removed if another Representative believes the Panel’s Terms of Reference has been contravened or the position of Property Redress, or its owners has been prejudiced by the Representative. The Representative must inform the Head of Redress and provide the reasons so Property Redress leadership can decide whether to ask the Representative to stand down

### Term limits

10. Representatives can continue to serve on the Panel for as long as they can contribute, continue to have relevant expertise and continue to participate in line with these Terms of Reference
11. Property Redress leadership will review each representative's position bi-annually

### Meeting arrangements

12. The Panel will aim to meet twice a year, once in person and once virtually, at the discretion of Property Redress leadership
13. The agenda and minutes for each meeting will be prepared by the individual appointed by Property Redress leadership and distributed by email

### Review of this document

14. These Terms of Reference are subject to review at regular intervals, at the discretion of Property Redress leadership

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