

Job description for Tenant Audit Group (TAG)

This is a voluntary role. As a Tenant Auditor you are part of Soha Housing's co-regulatory framework. The Auditors' role is to carry out detailed and robust assessments of specific parts of Soha's service to check that the service is delivering 'what they say on the tin'.

Their findings are used to help drive continuous service improvement.

Being a Tenant Auditor is a voluntary role that requires a commitment of time and energy. Soha Housing places great value on the work of the Tenant Auditors and as a gesture of appreciation offers shopping vouchers to audit team members on completion of each report.

Benefits:

- Training
- Shopping vouchers as a thank you for your help
- Great satisfaction from being able to make a difference to Soha Housing's services
- Meet great people and make new friends
- Work alongside the Scrutiny Group
- Working alongside Soha staff at a high level to help improve services.

New Tenant Auditors are given information about the role and invited to attend an informal open day to find out more. If they decide to proceed, they complete an application form.

Type of activity:

- Checking Soha's Grounds Maintenance Service
- Checking Soha's service charges