

**AGENDA**  
**Northwards Housing Board Meeting**  
**Tuesday 10 November at 6.30pm, Board Room, Hexagon Tower**  
**Light refreshments available from 6.00pm**

**Chair: Robin Lawler – Chair to be elected**

[Items marked Information \* are for information and will only be discussed if a request is made at the beginning of the meeting. These items have been loaded onto the Governance website. Paper copies, email or cds will be sent by request. This is a system in view of efficiency and environmental care]

Time	Item	Description	Page	Report	Approval, Noting, Information *
6.30	1.	Welcome and Introductions Confirm Quorum			
	2.	a) Election of Chair b) Election of Vice Chair		Verbal Verbal	Approval Approval
	3.	Apologies for Absence			
6.35	4.	Declaration of Interests / Confidential Matters / Requests to un-star Information items			
6.35	5.	Minutes of Previous Meeting a) 15 September 2009 b) 15 September 2009 ( <b>Confidential</b> ) c) AGM 15 October 2009	3 7 9	Enclosed Enclosed Enclosed	<b>Approval</b> <b>Approval</b> <b>Approval</b>
6.40	6.	Matters Arising			
6.45	7.	<u>CHAIR'S ITEMS</u> a) Annual General Meeting b) Customer Experience c) Annual Report d) Effective Meeting Training		Verbal Verbal Verbal Verbal	Information Information Information Information
6.50	8.	<u>STRATEGIC AND PERFORMANCE</u> a) Quarter 2 Corporate Performance b) Performance of the new contact centre c) Revised Management Agreement d) Excellence Committee e) Inspection Action Plan	13 29 32 35	Enclosed Enclosed Enclosed Verbal Enclosed	Noting Noting Approval Noting Noting
7.10	9.	<u>FUTURE OPTIONS – (Confidential)</u> HRA Subsidy Review	37	Enclosed	Noting
7.20	10.	<u>GOVERNANCE</u> a) Ballot Report b) Membership of Sub-Committees, Co-optees and Champion Review c) Dates of future meetings d) Governance Indicators	45 49 52	Verbal Enclosed Enclosed Enclosed	Noting Approval Approval Approval

Time	Item	Description	Page	Report	Approval, Noting, Information *
7.40	11.	<u>INVOLVEMENT OF RESIDENTS</u> a) Resident Involvement Agreement b) Wilton Panel –8 September c) Wilton Panel – 6 October d) Wilton Panel – 6 October AGM e) Fourways Panel – 10 September f) Fourways Panel – 8 October g) Fourways Panel – 8 October AGM h) Riverways Panel – 19 August i) Riverways Panel – 19 August <b>(Confidential)</b> j) Riverways Panel –23 September AGM		Tabled Website Website Website Website Website Website Website Website Website	Information* Information * Information * Information * Information * Information * Information * Information * Information * Information *
5	12.	<u>CUSTOMERS &amp; COMMUNITIES</u> a) Sub-Committee Minutes – 25 September b) Sub-Committee Minutes – 23 October c) Annual Customer Satisfaction Survey 2009	54	Website Website Enclsoed	Information * Information * Information *
7.50	13.	<u>ASSET MANAGEMENT</u> a) Sub-Committee Minutes – 30 September b) Sub-Committee Minutes – 30 September <b>(Confidential)</b> c) Sub-Committee Minutes - 28 October d) Sub-Committee Minutes – 28 October <b>(Confidential)</b>		Website Website Website	Information * Information * Information *
7.55	14.	<u>AUDIT</u> Sub-Committee Minutes – 22 October		Website	Information *
8.00	15.	<u>RESOURCES</u> a) Sub-Committee Minutes -27 October b) Quarter 2 Accounts	64	Website Enclosed	Information * Information *
		<i>NOTE SUB-COMMITTEES DID NOT MEET IN AUGUST AND RESOURCES DID NOT MEET IN SEPTEMBER</i>			
8.05	16.	<u>RELATIONS WITH THE COUNCIL</u>		Verbal	Information
8.10	17.	Any Other Business (Items should be brought to the attention of the Chair prior to the meeting)			
		<b>Date of Next Meetings</b> <b>Saturday 14 November</b> – Allocations and Lettings – venue tbc <b>Tuesday 24 November</b> – Director of Business Services Recruitment event <b>Tuesday 8 December</b> – Board Strategy with Area Panels			
8.15		End of Meeting			