

**Via Teams:**

Daren Donoghue (DD)  
Neil Whitehand (NW)  
Jermaine Sterling (JS)  
Fran Owen (FO)

<b>Welcome &amp; Apologies</b>	All were welcomed to the 2 <sup>nd</sup> Leadership Group Meeting and there were no apologies	
<b>Mins from Last Meeting</b>	Approved and signed virtually.	
<b>Review Actions from Previous Meeting</b>	<p><u>Strategic Plan – Great Customer Experience</u></p> <ul style="list-style-type: none"> <li>• Utilise New Technology - we will return to this next month but still need to confirm if there is wifi at sheltered</li> <li>• Tenancy Sustainment – The target for Kate to achieve for 2020-21 is 80 units, 26% of all of our homes. At the time of this report, 60 tenancy audits (17% of stock) had been completed, when compared to 37 tenancy audit completions at end of August.</li> <li>• Listen &amp; Reflect on Customer Service – need to revisit this alongside the setting up of the Customer Service Committee</li> <li>• Develop Customer Engagement – ongoing</li> <li>• Review and Strengthen our Policies - ongoing</li> </ul> <p><u>Strategic Plan – Deliver Good Quality Homes</u></p> <ul style="list-style-type: none"> <li>• Identify opportunities for future Development e.g stock rationalisation</li> </ul> <p><u>Strategic Plan – To value &amp; Invest in our staff</u></p> <ul style="list-style-type: none"> <li>• 1-2-1s – agreed that RHS would keep 1-2-1s as they are for now and will bring them all in line with new KPI's next year.</li> <li>• 1-2-1s now will still be accountable to the KPIs that have already been set</li> <li>• Awaiting assessment mark from EPC course that Max is undertaking</li> </ul> <p><u>Other</u></p> <ul style="list-style-type: none"> <li>• Data Breach &amp; GDPR policy was updated and sent to all staff</li> </ul>	<p><b>JS</b></p> <p><b>DD</b></p> <p><b>JS</b> <b>FO/ALL</b></p> <p><b>JS/NW</b></p> <p><b>DD/JS/NW</b></p> <p><b>JS</b></p>
<b>Finance Department Update</b>	<p>Papers below were distributed and read by all:</p> <ol style="list-style-type: none"> <li>1 General update</li> <li>2 Arrears update and management summary</li> <li>3 Financials 20/21</li> <li>4 Forecast 20/21</li> </ol> <ul style="list-style-type: none"> <li>• NW to look at N&amp;P and other loan terms to see what options are available, including repayment.</li> <li>• Reminder that under the Financial Regulations Policy, a briefing note needs to be submitted to the board for sign-off for all works over £25,000 and this can be submitted at any time – Alan Beer the societies Treasurer countersigns.</li> </ul>	<p><b>NW</b> <b>JS</b></p>

	<ul style="list-style-type: none"> <li>Nominal sum of £100 is used for all Repair orders raised and needs to change. Orders should be based upon a quote, best estimate or using data on Integrator. Orders should be raised in full knowledge of the costs to ensure VFM.</li> <li>Schedule of Rates books to be looked at and ordered – we can then benchmark what contractors should be charging for different types of works.</li> <li>JW is and can be involved in Tenancy Sustainment and is also willing to undertake tenancy sign-ups. Need to look at possible Benefits Training and perhaps set up a Benefits Surgery for tenants?</li> <li>NW to look at chasing the arrears re The Chase as some have not paid for a number of years</li> <li>Monthly Cashflow/Profit &amp; Loss - NW &amp; JS to work together to improve the processing of Component improvements/orders</li> <li>Social Housing rents will increase by CPI &amp; 1% for 2021/22</li> <li>NW to present Forecast at next Board Meeting in December</li> <li>Need to control and get signed off Repair and Capital Orders according to the society's financial regulations, with all orders exceeding £25,000 to be approved by the board.</li> <li>FRA's come under Compliance repairs.</li> <li>Grant funding runs out by the 31/3/2021 on Howard &amp; Station road, so we need to commence development by getting a 'spade in the ground' to safeguard the grants.</li> </ul>	<p>NW/JS</p> <p>JS/RG</p> <p>NW/JS</p> <p>NW</p> <p>NW/JS</p>
<p><b>Operations Department Update</b></p>	<p>Papers below were distributed and read by all:</p> <ol style="list-style-type: none"> <li>Ops Director Update – Housing Management - Oct 2020</li> <li>Landlord Report 2019 - 2020</li> <li>Ops Director Update – H&amp;S Compliance – Oct 2020</li> <li>Ops Director Update – Asset Management – Oct 2020</li> <li>Deeplake/Pyramid Migration – for Approval</li> </ol> <ul style="list-style-type: none"> <li>JS to look at more ways to communicate with tenants eg Crime Prevention, Damp &amp; Mould Prevention – perhaps a quarterly newsletter that could be emailed and placed on our website.</li> <li>All staff need to get in the habit of verifying caller details – asking them to verify their address and date of birth and getting their email address if we don't have it.</li> </ul> <p><u>Ops Director Update – Housing Management - Estate Inspections</u></p> <ul style="list-style-type: none"> <li>JS to check that communal work is not already part of work on Integrator and to suggest that JW can carry out an Estate Inspection when she is out and about</li> <li>DD reminded that there is a budget for Environmental Improvements</li> <li>Perhaps invite Board Members to attend these Estate Inspections?</li> </ul> <p><u>Lettings &amp; Allocations</u></p> <ul style="list-style-type: none"> <li>JS to check Allocations &amp; Lettings Policy re void at JAY023 and potential discretionary succession but JG to look at waiting list to see if any tenants on there are suitable</li> <li>JS to look at Mediation courses and if other HA's 'share' a Mediator</li> <li>We need to look at in the future how we advertise our services and how tenants can report for example Domestic Violence issues</li> </ul>	<p>JS</p> <p>DD/JS/NW</p> <p>JS</p> <p>JS</p> <p>JS</p> <p>JS</p> <p>JS</p>

	<p><u>Ops Director Update- H&amp;S Compliance - Asbestos</u></p> <ul style="list-style-type: none"> <li>• JS to check Asbestos Register is up to date and where some bags of asbestos are possibly being stored, basement at STA?</li> <li>• No further update at time of meeting but JS happy to supply information received once received.</li> </ul> <p><u>FRA's -</u></p> <ul style="list-style-type: none"> <li>• Urgent requirement for signage – RG to liaise with FO to order</li> <li>• Need to consider Fire Drills for office and Independent Living Schemes – to think about in the future</li> <li>• RHS responsible for L'holders front doors. 2 need front doors 'inadequate'. JS to liaise with L'holders to rectify.</li> </ul> <p><u>Ops Director Update- Asset Management – Repairs</u></p> <ul style="list-style-type: none"> <li>• JS to look at KF, JL and MW taking on the OOH</li> <li>• RG is looking at a replacement for Roof Rescue</li> <li>• Need to consider looking at Repairs categorisation and response times – look at 2021</li> <li>• Consider MW for Legionella/Water testing</li> <li>• JS/RG to look at what work contractors have been given and what their capacity is</li> </ul> <p><u>Deeplake/Pyramid –</u></p> <ul style="list-style-type: none"> <li>• JS to arrange a meeting with Omniledger to investigate what they can provide, where are they going in the future, CRM? We need to decide how we communicate with our tenants in the future. DD happy to go with what JS/NW decide</li> </ul>	<p>JS</p> <p>JS</p> <p>JS/RG/FO DD/NW/JS</p> <p>JS</p> <p>JS</p> <p>JS JS</p> <p>JS/NW</p>
<b>Review of Strategic Plan</b>	We will come back to this next meeting (See previous minutes 4/8/20)	DD/NW/JS
<b>Risk Register</b>	To remind staff to keep checking Risk Records as some will be coming up	DD/NW/JS
<b>AOB</b>	<ul style="list-style-type: none"> <li>• Remind all staff to recommend that tenants look at our website</li> <li>• Office redecoration to be considered next year</li> <li>• FO looking at potentially new front door for office</li> <li>• DD to look at pushing these meetings forward – 10<sup>th</sup> of the month perhaps?</li> <li>• Reminder - Asset Management Meeting 3/11/2020</li> <li>• Reminder - Board Meeting – 8/12/2020</li> <li>• JS (possibly FO) to look into SharePoint – to be considered for next meeting.</li> </ul>	<p>DD/NW/JS</p> <p>DD</p> <p>FO</p> <p>DD</p> <p>JS/(FO)</p>