



## The Gateshead Housing Company Board of Directors

Thursday 12 May 2011 at 10am

To be held in the Board Room, Keelman House, Fifth Avenue  
Business Park, Fifth Avenue, Team Valley Trading Estate,  
Gateshead, Tyne and Wear

### *Agenda*

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Item	Business
1.	<b>Apologies for Absence</b>
2.	<b>Declarations of Interest</b>
	<b><u><i>ITEM FOR DISCUSSION</i></u></b>
3.	<b>Co-Regulation Model (Independent Tenants Organisation)</b> Presentation by John Walker, Gentoo
	<b><u><i>ITEMS FOR DECISION</i></u></b>
4.	<b>Minutes (Pages 4-11)</b> To approve as a correct record the minutes of the last meeting of the Board held on 8 March 2011
5.	<b>Matters Arising</b>
6.	<b>Delivery Plan 2011/12 (Pages 12-56)</b> Report of Chief Executive
7.	<b>Review of Performance Indicators and Future Targets 2011/12 – 2013/14 (Pages 57-68)</b> Report of Chief Executive

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Contact: Stuart Gibson Tel: (0191) 433 5308 Date: 5 May 2011

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Item	Business
8.	<b>Annual General Meeting (Pages 69-72)</b> Report of Director of Corporate Services
9.	<b>Board Training and Development Plan 2011/12 (Pages 73-76)</b> Report of Director of Corporate Services
10.	<b>Governance Performance Indicators and Targets (Pages 77-81)</b> Report of Director of Corporate Services
11.	<b>Complaints Scrutiny Panel (Pages 82-87)</b> Report of Director of Corporate Services
12.	<b>Minutes of Customers and Communities Committee held on 5 May 2011 (Pages 88-98)</b> Attached
<b><u>ITEMS FOR INFORMATION</u></b>	
13.	<b>Minutes of Resources and Audit Committee held on 28 April 2011 (Pages 99-106)</b> Attached
14.	<b>Capital Programme (Pages 107-110)</b> Report of Director of Corporate Services
15.	<b>Performance – Year End 2010/11 (Pages 111-141)</b> Report of Chief Executive
16.	<b>Service Standards Performance – Year End 2010/11 (Pages 142-160)</b> Report of Director of Corporate Services
17.	<b>Petitions Update (Pages 161-164)</b> Report of Chief Executive
18.	<b>Outstanding Issues (Pages 165-167)</b> Report of Chief Executive
19.	<b>Forward Plan (Pages 168-170)</b> Report of Chief Executive
20.	<b>Feedback from Outside Bodies and Events</b>
21.	<b>Items for Future Agendas</b>
22.	<b>Date and Time of Next Meeting</b> The next meeting of the Board will be held on Thursday 14 July 2011 at 10am in the Board Room at Keelman House, Fifth Avenue Business Park, Fifth Avenue, Team Valley Trading Estate, Gateshead

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Item	Business
23.	<p data-bbox="300 152 858 194"><b>Exclusion of the Press and Public</b></p> <p data-bbox="300 194 1490 315">The Board may wish to exclude the press and public during consideration of the remaining business in accordance with the categories 1 and 4 of the company's Access to Information Rules.</p>