



The Gateshead Housing Company Customers and Communities Committee

Monday, 25 February 2013 at 2pm
Board Room 1, The Gateshead Housing Company, Keelman
House, Fifth Avenue Business Park, Fifth Avenue, Team Valley
Trading Estate, Gateshead NE11 0XA

Agenda

Item	Business
1.	Apologies for Absence
2.	Declarations of Interest
3.	Membership and Terms of Reference (i) To note the following membership of the committee: - <ul style="list-style-type: none">• Robert Buckley (Chair)• Joachim Moussounda• Gordon Spring• John Hamilton• Pauline Dillon• Kathryn Ferdinand• Joanne Carr (ii) To note the terms of reference of the committee (attached) (Page 3) <u>ITEMS FOR DECISION</u>
4.	Appointment of Deputy Chair

Item	Business
5.	Minutes (Pages 4-8) To approve as a correct record the minutes of the last meeting of the committee held on 1 November 2012
6.	Matters Arising
	<u>ITEMS FOR INFORMATION</u>
7.	Customer Involvement Activity – Update (Pages 9-20) Report of Managing Director
8.	TALISMAN – Update (Pages 21-24) Report of Managing Director
9.	Anti-social Behaviour Partnership Update – July to December 2012 (Pages 25-40) Report of Director of Customer and Communities
10.	Welfare Reform Awareness Raising – Update (Pages 41-64) Report of Director of Customers and Communities
11.	Access to the HomeRepairs Reporting Service (Pages 65-67) Report of Director of Customers and Communities
12.	Forward Plan (Pages 68-70) Report of Managing Director
13.	Items for Future Agendas
14.	Date and Time of Next Meeting To be agreed