



The Gateshead Housing Company Customers and Communities Committee

Thursday 26 July 2012 at 10am
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
	<u>ITEM FOR DECISION</u>
3.	Minutes (Pages 3-11) To approve as a correct record the minutes of the last meeting of the committee held on 2 May 2012
4.	Matters Arising
	<u>ITEMS FOR INFORMATION</u>
5.	Customer Involvement Activity – Update (Pages 12-44) Report of Acting Chief Executive
6.	Respect – ASB Charter for Housing - A Review of Anti-Social Behaviour Case Management (Pages 45-57) Report of TALISMAN – Tenant and Leaseholder Independent Scrutiny Management Panel

Item	Business
7.	Anti-Social Behaviour Partnership Update – January to June 2012 (Pages 58-98) Report of Director of Customers and Communities
8.	Annual Estate Management Activity Report 2011/12 (Pages 99-138) Report of Director of Customers and Communities
9.	Street Action and Enforcement Team Presentation by Gavin Milne, Local Environmental Services
10.	Rent Arrears Monitoring and Prevention – 2011/12 (Pages 139-143) Report of Director of Customers and Communities
11.	Lettings Report 2011/12 (Pages 144-151) Report of Director of Customers and Communities
12.	Forward Plan (Pages 152-154) Report of Acting Chief Executive
13.	Items for Future Agendas
14.	Date and Time of Next Meeting To be agreed