



## The Gateshead Housing Company Diversity and Access Committee

Tuesday 24 February 2009 at 2pm

Board Room 1, Keelman House, Fifth Avenue Business Park, Fifth Avenue, Team Valley Trading Estate, Gateshead NE11 0XA

### Agenda

Item	Business
1.	<b>Apologies for Absence</b>  <b><u>FOR DECISION</u></b>
2.	<b>Appointment of Chair and Deputy Chair</b>
3.	<b>Minutes (Pages 3-14)</b> To approve as a correct record the minutes of the last meeting of the committee held on 16 November 2008
4.	<b>Matters Arising</b>  <b><u>FOR INFORMATION</u></b>
5.	<b>New Equality Framework for Local Government (Pages 15-19)</b> Report of Assistant Chief Executive
6.	<b>Tyne and Wear Mutual Exchange Scheme and Sub-Regional Lettings (Pages 20-30)</b> Report of Director of Housing Management
7.	<b>Anti-Social Behaviour Performance Update – July to December 2008 (Pages 31-87)</b> Report of Director of Housing Management
8.	<b>Anti-social Behaviour Strategy 2008-09 Update (Pages 88-95)</b> Report of Director of Housing Management

Contact: Stuart Gibson Tel: (0191) 433 5308 Date: 17 February 2009

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9.	<p><b>Estate Management Activity – April to December 2008 (Pages 96-112)</b> Report of Director of Housing Management</p>
10.	<p><b>Complaints and Compliments – First Six Monthly Progress Report (Pages 113-122)</b> Report of Assistant Chief Executive</p>
11.	<p><b>Involvement Strategy Update (Pages 123-133)</b> Report of Assistant Chief Executive</p>
12.	<p><b>Customer Involvement Activity – 1 September to 31 December 2008 (Pages 134-158)</b> Report of Assistant Chief Executive</p>
13.	<p><b>Moving Forward Customer Training Programme (Pages 159-164)</b> Report of Assistant Chief Executive</p>
14.	<p><b>Rent Arrears Equality Monitoring Update: Half Year 2008/09 (Pages 165-172)</b> Report of Director of Housing Management</p>
15.	<p><b>Date and Time of Next Meeting</b> The next meeting of the committee will be held on Tuesday 28 April 2009 at 2pm in Board Room 1, Keelman House, Fifth Avenue Business Park, Fifth Avenue, Team Valley Trading Estate, Gateshead</p>