



The Gateshead Housing Company Diversity and Access Committee

Wednesday 29 July 2009 at 2pm

Board Room 2, Keelman House, Fifth Avenue Business Park, Fifth Avenue, Team Valley Trading Estate, Gateshead NE11 0XA

Agenda

Item	Business
1.	Apologies for Absence <u>FOR DECISION</u>
2.	Appointment of Chair
3.	Minutes (Pages 3-14) To approve as a correct record the minutes of the last meeting of the committee held on 18 May 2009
4.	Matters Arising
5.	Tenancy and Estate Management Strategy 2009-10 (Pages 15-49) Report of Director of Housing Management
6.	Resident Involvement Agreement – Annual Review (Pages 50-56) Report of Director of Finance <u>FOR INFORMATION</u>
7.	Lettings Report 2008/09 (Pages 57-64) Report of Director of Housing Management
8.	Rent Arrears Equality Monitoring – 2008/09 (Pages 65-68) Report of Director of Housing Management

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9.	Anti-Social Behaviour Performance Update – April to June 2009 (Pages 69-96) Report of Director of Housing Management
10.	Complaints and Compliments – Second Six Monthly Progress Report 2008/09 (Pages 97-109) Report of Director of Finance
11.	Involvement Week (Pages 110-113) Report of Director of Finance
12.	Involvement Strategy Update (Pages 114-127) Report of Director of Finance
13.	Customer Involvement Activity – 1 April 2009 to 30 June 2009 (Pages 128-148) Report of Director of Finance
14.	Profile of Involvement Database (Pages 149-155) Report of Director of Finance
15.	Items for Future Agendas
16.	Date and Time of Next Meeting The next meeting of the committee will be held on Tuesday 20 October 2009 at 2pm in Board Room 1, Keelman House, Fifth Avenue Business Park, Fifth Avenue, Team Valley Trading Estate, Gateshead