



The Gateshead Housing Company Board of Directors

Thursday, 19 March 2015 at 10am

To be held in the Blaydon Room, Gateshead Civic Centre, Regent
Street, Gateshead

Agenda

Item	Business
1.	Apologies for Absence
2.	Declarations of Interest
3.	Minutes and Matters Arising (Pages 3-8) To approve as a correct record the minutes of the meeting of the Board held on 15 January 2015 <u>ITEM FOR DISCUSSION</u>
4.	Universal Credit – Update and lessons from pilot schemes (Pages 9-13) Report of Director of Customers and Communities <u>ITEMS FOR DECISION</u>
5.	5 Year Strategic Plan Report of Managing Director to follow
6.	Budget 2015/16 (Pages 14-21) Report of Head of Corporate Services
7.	Review of Key Performance Indicators and Service Standards (Pages 22-34) Report of Managing Director
8.	Review of Directors' Expenses Scheme (Pages 35-36) Report of Managing Director

Item	Business
9.	Minutes of Resources Committee held on 24 February 2015 (Pages 37-61) Attached
<u>ITEMS FOR INFORMATION</u>	
10.	Performance – Third Quarter 2015/16 (Pages 62-96) Report of Head of Corporate Services
11.	Service Standard Performance – Third Quarter 2015/16 (Pages 97-115) Report of Head of Corporate Services
12.	Minutes of Assets, Development and Investment Committee held on 12 February 2015 (Pages 116-121) Attached
13.	Minutes of Customers and Communities Committee held on 26 February 2015 (122-127) Attached
14.	Minutes of Keelman Homes Board held on 15 January 2015 (128-132) Attached
15.	Items for Information The following information item is available to download from the company's website: - (i) Forward Plan
16.	Feedback from Outside Bodies and Events
17.	Date and Time of Next Meeting Thursday, 21 May 2015 at 10am in the Blaydon Room, Gateshead Civic Centre, Regent Street, Gateshead, Tyne and Wear
18.	Exclusion of the Press and Public The Board may wish to consider excluding the press and public from the meeting during consideration of the remaining item in accordance with Category 4 of the Company's Access to Information Rules