



The Gateshead Housing Company Board of Directors

Thursday, 20 November 2018 at 10am

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

Agenda

Item	Business
1.	Apologies for Absence
2.	Declarations of Interest
	<u>PRESENTATION</u>
3.	TLF (The Leadership Factor) Presentation from Andy Bulter from TLF on the findings from the recently completed Customer Satisfaction Research Project
	<u>ITEMS FOR DECISION</u>
4.	Minutes (Pages 3-7) To approve as a correct record the minutes of the meeting of the Board held on 20 September 2018
5.	Governance Review (Pages 8-12) Report of Director of Business and Development
6.	Corporate Plan 2018-23 – Update (Pages 13-24) Report of Director of Business and Development
7.	Minutes of Resources Committee held on 8 November 2018 (Pages 25-41) Attached. To approve the following: - (a) Absence Management Policy and Procedure (b) Right of appeal – Improvement Notice issued in line with the Absence Management Policy and Procedure

Item	Business
	<u>ITEMS FOR INFORMATION</u>
8.	Performance and Service Standards – Second Quarter 2018/19 (Pages 42-48) Report of Director of Business and Development
9.	Universal Credit and Welfare Reform Update (Pages 49-103) Report of Head of Customer Services
10.	Minutes of Audit Committee held on 18 October 2018 (Pages 104-105) Attached
11.	Minutes of Property and Assets Committee held on 5 November 2018 (Pages 106-109) Attached
12.	Minutes of Customers and Communities Committee held on 15 November 2018 (Pages 110-114) Attached
13.	Minutes of Keelman Homes held on 15 November 2018 (Pages 115-116) Attached
14.	Items for Information The following information item is available to download from the Company's website: - (i) Petitions Update (ii) Forward Plan
15.	Feedback from Outside Bodies and Events
16.	Date and Time of Meetings 2019 To approve the following schedule of Board Meetings in 2019: - <ul style="list-style-type: none"> • Thursday, 31 January 2019 at 10am • Thursday, 28 March 2019 at 10am • Thursday, 23 May 2019 at 10am • Thursday, 18 July 2019 at 10am • Thursday, 19 September 2019 at 10am • Thursday, 21 November 2019 at 10am <i>(all to be held at Gateshead Civic Centre)</i>
17.	Exclusion of the Press and Public The Board may wish to consider excluding the public from consideration of the remaining business in accordance with the indicted categories of the company's Access to Information Rules