

THE BOARD

MINUTES of the **Public Meeting** held on **15 NOVEMBER 2007** at 14 Hounds Gate from 5.30pm to 7.26pm.

Board Members:

Ade Aderogba
Tim Bell
Graham Chapman (left at 6.35pm)
Harry Everington
Martyn Kingsford
Peter Linfoord
David Liversidge
Margaret Pugsley
Paul Rowe
Valerie Schneider
Janet Storar
Malcolm Wood

Also in Attendance:

David Angus	Interim Director of Property Services
Jennie Grieve	(arrived 6.25pm)
Chris Langstaff	Chief Executive
Janet Locker	Governance Team Leader
Gill Moy	Director of Housing Operations
Amanda Schofield	Interim Head of Strategy and Partnership
Tim Shirley	Asset Manager
Jo Wileman	Director of Organisational Development

07/30 WELCOME, INTRODUCTIONS & CHAIR'S ANNOUNCEMENTS

The Chair welcomed Jennie Grieve to the meeting who was in attendance as a prospective Board Member.

07/31 APOLOGIES FOR ABSENCE

Apologies were received from Anne Dean and Ade Aderogba for lateness.

07/32 DECLARATIONS OF INTEREST

None declared.

**07/33 CONFIRMATION OF MINUTES OF THE MEETING HELD ON
20 SEPTEMBER 2007**

The Board adopted the minutes as a true and accurate record of the meeting.

07/33 MATTERS ARISING FROM BOARD MINUTES

None.

07/34 COMPANY SECRETARY'S REPORT

Consideration was given to the report of the Company Secretary which informed the Board of progress made on a number of matters.

The Board noted the report.

07/35 CHIEF EXECUTIVE'S REPORT

Consideration was given to a report of the Chief Executive which briefed the Board on some of the ongoing key issues.

It was reported that the results of the Mock Inspection had been widely communicated and that the Company was now concentrating on the service improvement plans.

The Board was informed that Whole Company structure consultation process had been delayed.

The appointment of Julie Crooks as Director of Finance, ICT & Governance was announced. Julie is to take up her appointment by the end of January 2008.

The Customer Care and Culture Change Programme "Let's Make The Difference" is to be rolled out throughout the Company in December 2007. Every member of staff will have attended two separate half day training sessions before May 2008.

The Board congratulated Doreen Gretton for her achievement in being awarded TPAS Tenant of the Year.

The Board noted the report.

07/36 PREPARATION FOR INSPECTION

The Chair drew the Boards attention to the fact there were only four Board Meetings before the start of the inspection. He stated that the Board needed to be certain that the Company would be ready for inspection in June 2008.

The Head of Strategy & Partnership introduced the report which set out the priority actions. She highlighted the critical issues for future inspection success that had been reported in the feedback from the Mock Inspection. The areas were Customer Care & Access, Tenant Involvement and Equality & Diversity.

The Chief Executive advised that there were two primary issues the Board needed to consider:

- (i) The Inspection date had been set for 16 June 2008; and
- (ii) The Board needed a mechanism to track the Company was on target with improvements and track the preparation for the Inspection.

He further explained the advantages and disadvantages of changing the inspection date.

The Board dealt with the tracking mechanism and agreed to allocate three Board Members to each of the three critical areas. The decision whether to change the date of the Inspection was deferred to the Private Meeting to be held on conclusion of the Public Meeting.

The Chair drew the Board's attention to the amount of work officers would have to do in readiness for the inspection, for instance that some of the items on the Company's website, a public vehicle of the organisation, had not been updated for as long as eighteen months.

RESOLUTIONS:

The Board:

- 1 Agreed allocate three Board Members to each of the critical areas, Customer Care & Access, Tenant Involvement and Equality & Diversity;**
- 2. Agreed to defer the decision to change the date of the Inspection to the Private Meeting to be held on conclusion of the Public Meeting; and**
- 3. Noted the remainder of the report.**

07/37 2008/09 BUDGET

Consideration was given to a report of the Interim Director of Finance which advised the Board that the Performance & Regulatory Committee had approved the draft budget report at its meeting at the end of October 2007 and an update of the Company's latest position.

The Board noted the report.

07/38 NOTTINGHAM CITY HOMES ASSET MANAGEMENT STRATEGY

Consideration was given to a report of the Interim Director of Property Services, which updated the Board of the Company's position in relation to the Asset Management Strategy (AMS) that had been circulated for consultation in September 2007. The Board was advised that the AMS was still work in progress.

The Interim Director of Property Services gave a short presentation to the Board which set out the Company's Five Year investment plan.

The Board was informed that the current procurement process was not value for money and it was to be reviewed.

The Board was advised that the Communities and Local Government (CLG) had confirmed that the One hundred and sixty-five millions pounds (£165m) was still available to Nottingham despite the delay in NCH achieving Two-Star rating. It was made clear that NCH must achieve the Two-Star rating on its next inspection and there was no further funding available.

The Board was briefed updated about the Council's Transformation Agenda which replace properties tenants do not want. The Agenda aims to create Five thousand new homes.

A discussion ensued with regard to the non-traditional properties, it was agreed that Derek Martin, Director of Neighbourhood Regeneration would be invited to give a presentation to the Board and the Tenants Conference on the Council's Transformation Agenda. It was agreed that Officers issue the Board an informed briefing paper to include identify the risks in relation to the non-traditional properties.

Martyn Kingsford suggested that a short paper be prepared for the Board describing what the High Rise Strategy looked like.

The Board was of the opinion that a Media and Marketing Plan be developed and to make full use of the tenant's newspaper, the Company's website, tenants & residents fora etc for consultation purposes.

RESOLUTION:

The Board:

- 1. Agreed to recommend the Asset Management Strategy to Nottingham City Council; and**
- 2. Noted the remainder of the report.**

07/39 PROGRESS ON NOTTINGHAM HOMELINK

The Director of Housing Operations presented a report which advised the Board about the progress of the Choice Based Lettings Scheme (HomeLink) and its effectiveness since its introduction in 2006.

The Board agreed that they would like to hold a separate briefing discussion, this would be organised and Members contacted to arrange a suitable time and date.

The Board noted the report.

07/40 LETTABLE STANDARD

The Head of Operations presented a briefing paper on the Lettable Standard Pilot. Apart from the proposed changes to the lettable standard, the Board was advised that pre-termination and transfer visits process is to be introduced, all outgoing tenants will be advised of the condition that the Company expects the property to be left in. Tenant recharges will apply should the property be left in poor condition.

A review of the costs and satisfaction was to be reviewed monthly; the Board will receive an update report in January 2008.

Martyn Kingsford raised concern and asked that the elderly and vulnerable who are supported by care workers be considered when the pre-termination appointments are held.

RESOLUTION:

The Board approved the proposed Lettable Standard.

07/41 PROGRESS ON TENANTS & LEASEHOLDERS PARTICIPATION

Consideration was given to a progress report of the Director of Housing Operations. The Board was advised that there was much to do in delivering wider tenant and leaseholder involvement within the Company and how the Company would achieve this.

The Board expressed their approval to the Chief Executive and the Director of Housing Operations engaging with the Area Panels.

The Board was concerned to hear that anti-social behaviour had been levelled at members of VICTRA. Martyn Kingsford offered his support in the process as a Member of the CLG TMO Working Party. The Director of Housing Operations advised the Board that consultation events were to be organised jointly with the Tenant Participation Advisory Service (TPAS).

Dave Liversidge stated he had been involved with VICTRA for many years in his role as Councillor. He further stated that a letter had been sent to the tenants and residents of Victoria Centre Flats from the Council, which explained the TMO process. Fifty replies had been received out of Four hundred and sixty one letters issued and he was happy to share the information with the Company.

Martyn Kingsford, who had attended the joint meeting of the Board and the TLC, stated that he had been impressed with the meeting and that agreed to the monthly meetings. He suggested that a briefing paper to be issued to those Members who were not in attendance. It was reported that the two groups would exchange minutes of the public meetings.

The Board was asked to nominate a Tenant Involvement Champion. Janet Storar put herself forward as a volunteer. This was seconded by Martyn Kingsford and Malcolm Wood, who offered their support in the role.

RESOLUTIONS:

The Board:

- 1. Nominated Janet Storar as the Board's Tenant and Involvement Champion with the support of Martyn Kingsford and Malcolm Wood; and**
- 2. Noted the remainder of the report.**

07/42 PROGRESS ON TENANT & LEASEHOLDER PARTICIPATION – AREA PANELS

The Board considered a progress report of the Director of Housing Operations. The Board was advised of the work undertaken in the establishment of the Area Panels covering each of the housing service areas.

The Area Panels focus on local issues, have representation on the NCCs Area Committee, be given authority to make decisions about the management of any area based budgets and have a direct link in to the Board.

The Area Panels will be supported by the attendance of the Company's Property Services, NCH Central Sections and the Police when necessary.

It was agreed that Officers set up arrangements for Chair/Vice Chair of Board and Area Panels Chair/Vice Chair to meet, that elected members are invited their Area Panel and recommendations and the number of people in attendance at the Area Panel meetings to be included in future information.

The Board noted the report.

07/43 INTRODUCTION OF THE REVISED TENANCY AGREEMENT - PROGRESS

Consideration was given to a report of the Interim Head of Strategy & Partnership, which provided the Board with an update on progress made on the revised Tenancy Agreement and the procedure for obtaining the City Council's approval.

The proposed Tenancy Agreement was developed following public consultation, in partnership with the City Council's Legal Services and shared amongst other stakeholders.

It was noted that much media coverage was given to Clause 3.14.

It was agreed the Board would recommend to the Council that NCH officers and NCC officers jointly develop a recommendation acceptable to both organisations.

RESOLUTION:

The Board agreed that Officers of Nottingham City Homes and Nottingham City Council jointly develop a recommendation that was acceptable to both organisations.

07/44 REPORT BACK FROM COMMITTEES AND TASK GROUPS

The Company Secretary advised the Board of the Committee meetings that had been held since its last meeting.

The Board noted the report.

07/45 ANY OTHER BUSINESS

07/45.1 The Board was advised that there had been two Chairs Actions since its last meeting.

- (i) The award of the Internal Audit Contract to The Internal Audit Association: and
- (ii) Re-appointment of Baker Tilly Audit LLP as Company Auditors to sign off 2006/07 Nottingham City Homes Limited Accounts.

The Board noted the report.

07/46 DATE OF THE NEXT MEETING

The Board was advised that the date of the next meeting is scheduled for 10 January 2008 in the Board Room, 14 Hounds Gate, Nottingham, NG1 7BA at 5.30pm.

The Meeting ended at 7.26 pm.

SIGNED..... DATE.....