

Board Meeting

Tue 09 March 2021, 18:30 - 20:30

Virtual

Agenda

18:30 - 18:32 **1. Apologies & Declarations of Interest ****

2 min

Information *Chair*

18:32 - 18:35 **2. Minutes of Previous Meeting - 4 February 2021 ***

3 min

Decision *Chair*

 02 - Minutes of Meeting - 4 February 2021.pdf (8 pages)

18:35 - 18:40 **3. Matters Arising & Outstanding Actions ****

5 min

Information *Chair*

 03 - Outstanding Actions and Matters Arising.pdf (1 pages)


18:40 - 18:45 **4. Draft Minutes of Sub-Committees ****

5 min

Information *Managers*

4.1. Housing & Property Services Sub-Committee - 23/02/21

Information *Housing Services Manager*

 4.1 - Minutes_Housing & Property Services Sub-Committee Meet_230221.pdf (4 pages)

4.2. Finance & Corporate Services Sub-Committee - 25/02/21

Information *Corporate Services Manager*

 04.2 - Minutes_Finance & Corporate Services Sub-Committee Mee_250221 (1).pdf (6 pages)

18:45 - 19:00 **5. Kings Glen Update ****

15 min

Information *OTHA Development & Technical Services Manager*

 05 - Kings Glen Progress Report.pdf (3 pages)


 05.1 - Kings Glen Report Appendix 1.pdf (1 pages)

19:00 - 19:10 **6. Director's Report ****

10 min

Information *Director*

 06 - Directors Report.pdf (5 pages)

 06.1 - Directors Report Appendix 1 SHR Advisory Guidance.pdf (5 pages)

19:10 - 19:30 **7. Draft Business Plan 2021-2026 ****
20 min

Information *Director*

- 📄 07 - Business Plan (Draft) 2021 - 2026.pdf (3 pages)
- 📄 07.1 Business Plan 2021 -2026.pdf (41 pages)

19:30 - 19:45 **8. Governance Action Plan (GAP) Review ****
15 min

Information *Director*

- 📄 08 - GAP (Governance Activity Plan) Progress.pdf (5 pages)
- 📄 08.1 - GAP Progress Appendix 1 Post Appraisal Action Plan.pdf (5 pages)
- 📄 08.2 - GAP Progress Appendix 2 Self Assessment.pdf (9 pages)
- 📄 08.3 - GAP Progress Appendix 3 Annual Assurance Improvement.pdf (2 pages)

19:45 - 19:55 **9. Complaints Handling**
10 min

9.1. New Model Complaints Handling Procedure *

Decision *Corporate Services Manager*

- 📄 09.1 - Model Complaints Handling Procedure Report.pdf (3 pages)
- 📄 09.1.2 - Model Complaints Handling Policy.pdf (48 pages)

9.2. Being Complained About Policy *

Decision *Corporate Services Manager*

- 📄 09.2 - Being Complained about Policy Report.pdf (1 pages)
- 📄 09.2.1 - Being complained about policy.pdf (11 pages)

19:55 - 20:05 **10. Landlord Safety Manual Review ****
10 min

Information *Property Services Manager*

- 📄 10 - LSM Annual Report to the Board.pdf (5 pages)
- 📄 10.1 - Appendix 1 - LSM Policy 2021.pdf (3 pages)
- 📄 10.2 - Appendix 2 -LSM Annual Report Section 5.0 Example.pdf (10 pages)

20:05 - 20:20 **11. Factoring Fee Review ***
15 min

Decision *OTHA Finance Director*

- 📄 11 - Factoring Fee Review V.1.pdf (4 pages)

20:20 - 20:23 **12. AOCB**
3 min

20:23 - 20:25 **13. Date of Next Meeting - 20 April 2021**
2 min

07/12/2021 14:35:40
Bowden Miz