

DERBY HOMES LIMITED OPERATIONAL BOARD

**Thursday 29 June 2017 at 6.00 pm
The Large Training Room, London Road**

AGENDA

1. Apologies
2. Admission of late items (if any)
3. Declarations of Interest – *please refer to advice at the end of this agenda*
4. Minutes of the meeting held on 27 April 2017
5. Matters arising
6. Questions from members of the public (maximum time 15 minutes)
To receive and respond to any question from members of the public as submitted in accordance with Standing Order 14.
Questions must be submitted at least 2 days in advance of the meeting.
7. Voids Update (Presentation)
8. Performance Management Quarter 4
9. Fire Safety Management Policy
10. Complaints & Compliments Quarter 4

PART A – FOR DECISION

- A1 Part B Supplementary Questions
- A2 Operational Board Forward Plan
- A3 Operational Board Members Attendance & Retirement
- A4 Domestic Abuse Policy

A5 Tenant Panel Review – Kitchens & Bathrooms

A6 Partnership Framework

A7 Customer Service Strategy Update

PART B – FOR NOTING/DISCUSSION

B1 Service Update

B2 Customer Engagement & Community Development Update

B3 Tenants Who May Pose a Risk to Staff Procedure Update

B4 Rent Arrears and Welfare Reform Update

B5 Estate & Flat Inspections Quarters 3 & 4

B6 Customer Priorities Quarter 4

B7 Customer Survey Quarter 4

B8 Anti Social Behaviour Quarter 4

B9 Homelessness Quarter 4

B10 Draft Minutes of Derby Homes Board meeting held on 25 May 2017

B11 Date and time of next meeting – Thursday 24 August 2017 at 6.00 pm

DECLARATIONS OF INTEREST

All Board Members have a duty to act in the best interest of Derby Homes when they make decisions at Board or Committee meetings. Board Members must not generally put themselves in a position where there is a conflict between their personal interests and the duty they owe Derby Homes.

Derby Homes' Governance Arrangements requires Board Members to declare any interest they may have in a matter before it is discussed

The declaration of 'the usual' interests covers the interests of councillors on matters relating to Derby City Council and the interests of tenants and leaseholders on matters relating to their interests as tenants and leaseholders of Derby City Council and customers of Derby Homes.

If at the beginning or during the meeting you realise that an item you are discussing directly affects you, your family or persons known to you then you should declare your interest straight away.

The general rule is that you should not remain present during the discussion of the matter in which you have a business or personal interest unless the other Board Members agree otherwise. You are not allowed to vote on the matter.

Any question arising at a meeting as to the eligibility of a Member to vote may be referred to the Chair before the conclusion of the meeting and the Chair's decision (other than in relation to him/herself) shall be final and conclusive.

You are welcome to raise and discuss any doubts you may have about a declaration of interest at any time by contacting the Company Secretary direct.

FOR INFORMATION

Fire Evacuation Procedure – London Road

No fire drills are scheduled.

Action on discovering a fire

1. Raise the alarm by operating one of the manual call points.
2. Leave by the nearest available exit to the assembly point on the grass next to the staff canteen.

Action on hearing the alarm

1. Do not stop to collect personal belongings.
2. Close windows and doors if it does not cause undue delay.
3. Escort any visitors and leave by the nearest available exit and go to the assembly point on the grass next to the staff canteen.
3. Check that someone has called the fire service by dialing 999.
4. Do not return to the building until given the all clear by the fire service.