

## **DERBY HOMES LIMITED OPERATIONAL BOARD**

**Thursday 13 December 2018 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. Appointment of Operational Board Chair and Vice Chair
5. Chair's Announcements
6. Minutes of the meeting held on 18 October 2018
7. Matters arising
8. 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.**

9. Performance Management Qtr 2

### **PART A – FOR DECISION**

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|----|--|
| A1 | Part B Supplementary Questions   |
| A2 | Operational Board Forward Plan   |
| A3 | Petition from Freehold Residents of Finsley Walk, Woodruffe Walk and Caxton Street |
| A4 | Rechargeable Repairs Policy  |
| A5 | Proactive Gutter Cleaning  |
| A6 | Governance Items   |

A7 Customer First Strategy & Action Plan Update

A8 Former Tenants & Sundry Debts Policy

A9 Petition – Oriel Court

## **PART B – FOR NOTING/DISCUSSION**

B1 Service Update

B2 Rent Arrears and Welfare Reform Update

B3 Estate & Flat Inspections Quarters 1 & 2

B4 Complaints & Compliments Quarter 2

B5 Anti Social Behaviour Quarter 2

B6 Customer Survey Quarter 2

B7 Draft Minutes of Derby Homes Board meeting held on 29 November 2018

B8 Date and time of next meeting – Thursday 28 February 2019 at 6.00 pm in the Large Training Room

## **PART C - CONFIDENTIAL ITEMS**

C1 *To consider a resolution to exclude members of the public during consideration of the following items*  
*“that under Part IV of Derby Homes Governance Arrangements, members of the public be excluded from the meeting during discussion of the following items on grounds that it involves the likely disclosure of confidential information as defined in Standing Order 20.2 (f, g, and h)”*

C2 Grounds Maintenance Service

C3 Petition

### **For information:**

Operational Board Members Attendance

## **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.