

Board Agenda
Hesters Way Resource Centre
26th June 2024
Time: 5.30pm to 7pm



A: Procedural Items

ref:	Item	Presented By:
1.	Apologies for absence/attendance Declarations of interest	Chair

B: Business Items

2.	Agree non-confidential minutes of the 29.05.2024 meeting and to note progress on current action points	Chair
3.	CEO Briefing (including Transition Update)	Paul Jones
4.	Annual Overview of Customer Feedback, including: <ul style="list-style-type: none"> • Compliments, Comments and Complaints • Acuity Surveys 2023-24 	Caroline Walker
5.	Annual report on the Asset Management Plan <i>(to follow)</i>	Vicky Day
6.	Annual Review of Board Effectiveness and Board Terms of Reference (2023-2024)	Rhian Watts
7.	Annual compliance review of NHF Code of Governance (2023-2024)	Rhian Watts

Briefing Note: *A briefing note on housing sector developments will be provided at July's Board in line with the pre-election period rules.*

Upcoming Meetings / Events

Wed 17 July, 5.30pm	Held for Board/ET Pulse (Virtual)
Thurs 18 July, 5pm	Private Committee member meeting with the External Auditors
Thurs 18 July, 5.30pm	Audit & Risk Committee Meeting (Virtual)
Wed 29 July, 5.30pm	Board Meeting (In Person, Hesters Way Resource Centre)