



AGENDA

15th July 2021 @ 2.30 pm (Virtual due to COVID-19)

NO	ITEMS	PURPOSE	TIME (MINS)	REF	LEAD
Procedural Matters					
1.	Apologies for Absence and Quorum	Note	1	EHL/1507/1	Chair : Roger Eastwood
2.	Declarations of Interest	Note	1	EHL/1507/2	Chair : Roger Eastwood
3.	Minutes of the Meeting held on 25 th March 2021	Approval	1	EHL/1507/3	Chair : Roger Eastwood
4.	Matters Arising	Note	2	EHL/1507/4	Chair : Roger Eastwood
5.	Outstanding Board Actions	Note	5	EHL/1507/5	Company Secretary : Jane McCarthy-Penman
Business Matters					
6.	Chair's Remarks - <i>verbal</i>	Note	10	EHL/1507/6	Chair : Roger Eastwood
Non-Confidential Items					
7.	Verbal Update on the Year End Audit (31 st March 2021)	Note	10	EHL/1507/7	Deputy Chief Finance Officer: Ola Owolabi
8.	EHL Board Membership	Approval	10	EHL/1507/8	Company Secretary : Jane McCarthy-Penman
9.	Governance Update	Note	10	EHL/1507/9	Company Secretary : Jane McCarthy-Penman
10.	The Charter for Social Housing Residents (White Paper) – Progress Update	Note	15	EHL/1507/10	Customer Experience & PI Lead : Richard Tomkinson
11.	Report of the Head of Homes First	Note & Approve	10	EHL/1507/11	Head of Homes First : Gary Hall
12.	Annual Service & Financial Plan 2021/22 Key Milestones	Note & Approve	15	EHL/1507/12	Customer Experience & PI Lead : Richard Tomkinson
13.	Tenant Impact Assessment	Note	10	EHL/1507/13	Customer Experience & PI Lead : Richard Tomkinson

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14.	Complaints & Compensation Annual Review	Note	10	EHL/1507/14	Customer Experience & PI Lead : Richard Tomkinson
15.	Tenant Satisfaction 2020/21 STAR Survey Results	Note & Approve	10	EHL/1507/15	Customer Experience & PI Lead : Richard Tomkinson
Confidential Items					
16.	SEILL Update	Note	10	EHL/1507/16	Head of Homes First : Gary Hall
17.	Health & Safety Annual Review	Note	15	EHL/1507/17	Property Services Lead : Simon Watts
Information Items					
18.	Report back from: <ul style="list-style-type: none"> • SEILL Board • Committees: <ul style="list-style-type: none"> a. Draft Minutes - Service & Performance b. Draft Minutes -Audit & Risk 	Noted Note Note	10	EHL/1507/18	Mary Hope Committee Chairs' : Sheilah Roberts Louise Pearce
19.	Any Other Business		5	EHL/1507/19	All

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