

**PART 1**  
**BOARD MEETING**

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**Minutes of Meeting held at 5:15 pm**  
**30<sup>th</sup> November 2006 at Little Aynam House, Kendal**

Present: John Stanton – Chair  
Mary Dowling – Vice Chair  
Ron Pritchard  
John Short  
David Vatcher  
Robin Brown  
Peter Thompson  
Joan Chadwick  
Graham Donning  
Kathy Sykes

Officers: Helen Lawler  
Sue Boulton  
Peter Thomas  
David Stubbs  
Ian Hutton

Apologies: Garry Ronson

NO	<u>TITLE OF MINUTE</u>	ACTION
<b>433</b>	<b>MINUTES OF LAST MEETING</b>	
	The minutes were accepted as a true record of the proceedings.	
<b>434</b>	<b>MATTERS ARISING</b>	
409	The Chair enquired if Kathy Sykes had received her Board training. Kathy Sykes replied it was to be held on Monday 4 <sup>th</sup> December	
<b>435</b>	<b>REPORTS FROM TENANTS' COMMITTEE</b>	
Item 199	John Short said that Graham Martin had addressed the meeting and had written an excellent report which was circulated at the Board.	
	David Vatcher congratulated and thanked Tenants Committee for the useful input that Graham Martin had provided to assist in the negotiation of the 2007/08 Management Fee.	
Item 210	The Vice Chair asked for a presentation from the Management Team on the impact on SLH of the local government white paper 'Strong and Prosperous Communities'	PT
Item 213	It was noted that some criticism had emerged from the Council's Overview and Scrutiny Committee in regard to SLH's performance on the management of rent arrears. The Director of Operations responded by explaining that the impact of technical arrears arising from the pattern of Direct Debit payments and rent free weeks is often misunderstood as reflecting on the performance of the organisation.	

David Vatcher asked if changes could be made to the presentation of rent arrears data in order to eliminate this seasonal variance. The Director of Operations advised that this would not provide a true figure in accounting terms and follow the general practice in reporting BVPI data.

**ACTION**

**436 LEARNING FROM COMPLAINTS**

The Board considered the company's performance in responding to and learning from complaints .

Robin Brown enquired about a particular complaint which had been raised by Sedbergh Councillors in regard to the performance of Bramalls. The Chief Executive replied that the complaint had been promptly and thoroughly investigated by both NPS and SLH contract staff and grounds were not identified to award compensation.

RESOLVED:- That the Board note the contents of the report

**437 MANAGEMENT ACCOUNTS PERIOD 6 AND 7**

Ian Hutton presented a revised format for the financial summary at period 7 which reflected the overall financial position of the company. The revised financial summary incorporated income to the company for the supervision of the Decent Homes programme in addition to general supervision and management, repairs operations and the sheltered housing service. Ian Hutton explained that the current projection would enable the company to absorb the trading deficit brought forward as well as the pension increases whilst achieving a balanced position at year-end.

Directors welcomed the revised format for reporting. The Vice Chair requested that in future that any surplus should be made clearer on the summary sheet but commended Ian Hutton for a clear and concise report.

RESOLVED:- That the Board note the financial position of the company at the half year

To receive the financial summary to future meetings in the format as presented for period 7

**GR**

**438 BUSINESS AND ADMINISTRATION SUPPORT TO SLH MAINTENANCE**

The Vice Chair questioned whether SLH was acting prematurely with regard to the structure, as the outcome to the tender process was not yet known. In response the Business Support Manager clarified that SLH had to produce a list of staff that would be affected directly by the market testing of repairs so that bidders for the response contract could accurately price for the final tender stage.

RESOLVED:- That the Board approve the organisational changes set out in the report in order to provide business and administration support to SLH maintenance

**439 CONTRACT MONITORING REPORT FOR MAJOR CAPITAL AND REVENUE PLANNED MAINTENANCE SCHEMES APRIL 2006-MARCH 2007**

RESOLVED:- That the Board note progress

**440 PROPOSED MEETING DATES FOR 2007**

A discussion took place as to the pros and cons of moving to an 8 weekly cycle of meetings. This might enable more time to conduct Committee work and prepare for

board meetings. It was recognised that the role of the Committees in reporting to the main Board required further development. The Vice Chair cautioned that as 2007/08 was the key year before the Audit Commission inspection, it was vital for the Board to have strong connections and it would be wise to adhere to the 2007 dates as set out in the report. The Vice Chair added that a review of the frequency of all Committee dates would be most appropriate as well as ensuring that all reports and recommendations of Committees go forward to the Board for consideration or ratification.

RESOLVED: That the Board approve the proposed meeting dates and review all Committee dates to align with Board meetings

**441 ANY OTHER BUSINESS**

None

**442 DATE OF NEXT MEETING**

Thursday 25<sup>th</sup> January 2007 at Little Aynam House, Kendal