

Operations Committee

Schedule	Tuesday 25 February 2020, 5:00 PM — 7:15 PM GMT
Venue	Old Lords Meeting room, ground floor, Valley house
Organiser	Governance and Regulation team

Agenda

5:00 PM	1. Apologies for absence Verbal - Presented by Peter Styche	1
	2. Declarations of interest Verbal - Presented by Peter Styche	2
	3. Minutes from the previous meeting held 21 November 2019 & 14 January 2020 For Approval - Presented by Peter Styche	3
	4. Matters arising and action notes from previous meeting For comment - Presented by Peter Styche	16
	5. Action notes from Operations committee away day For comment - Presented by Peter Styche	20
5:05 PM	6. Housing management solution Presentation - Presented by Kirsten Kelly	23
5:15 PM	7. Sign off reception scrutiny review For Approval - Presented by Lisa Neary	24
	8. Approval of Complaints service review recommendations For Approval - Presented by Lisa Neary	37
	9. Post service review process Presented by Lisa Neary	49
	10. Group scrutiny terms of reference For comment - Presented by Lisa Neary and Tracey Bailey	58
5:35 PM	11. Disabled Facilities Policy For Approval - Presented by Paul Cohen	75
5:50 PM	12. Complaints policy For Approval - Presented by Debra Dodsworth	84

6:05 PM	13. Asset management strategy 2018 - 2023/4 and disposal strategy For comment - Presented by Carol Southern	101
6:20 PM	14. Business plan development Verbal - Presented by Rahila Akram	119
6:35 PM	15. Q3 2019/20 Operations Committee performance report For comment - Presented by Caroline Fraser	120
7:05 PM	16. Directors update/ Chair's update from Board Verbal - Presented by Peter Styche and Noel Sharpe	143
	17. Operations Committee forward planning timetable For comment - Presented by Melanie Cooper	144
	18. Any new risks identified and assurance provided to members from agenda items to share with Group Board Verbal	148
	19. Key messages to communicate to Committees/ subsidiaries/ staff Verbal	149
	20. Any other business a) Timing of future meetings b) IDA update and national standards Verbal	150
	21. Reflections on the meeting Verbal	151
	Items for noting/information	152
	22. Date and time of next meeting Thursday 19 March 2020 - development session Thursday 28 May 2020 - business meeting For Information	153