

SUMMARY OF BUSINESS

THE BOARD NOTED:

1. The unexpectedly high impairment charge impacting on the otherwise healthy year end position. A full report was called for.
2. The outturn KPI Performance Report for 2009/10.
3. The Outturn report on the Business Improvement Strategy.
4. The re-issue of the Governance Code by the NHF.
5. Morris Globe's decision to reduce his board involvement.

THE BOARD CALLED FOR:

6. Reports on failing tenancies, void recharges, and first time fix repairs.
7. An update on recent work on Business Excellence by the Transformation Team.

THE BOARD AGREED:

8. To consider a Voids Strategy for hard-to-let schemes at the September awayday.
9. To improve the reporting from Service Management Groups.

THE BOARD APPROVED:

10. A Policy Statement on Board Remuneration.

Jim Lunney
Chief Executive

(This summary should not be relied on as an authoritative record)