

North East Regional Meeting Agenda

Woolsington Court
Wednesday 13th December 2023
10:30am - 13:30pm

Agenda		
10.30 am	Welcome and Introductions	Kath Newell
10:40 am	You said we Did from Previous Session	Tom Whiteley
10.50 am	Exec update Q&A	Yvonne Castle /Kathryn Fox- Rogers
11:10 am	Regional Update <ul style="list-style-type: none"> Update on what is happening in the North East - staffing update including Regional Manager Update on Tenancy Audits (where we are up to, how many have been done and what are any actions. Q&A	Sandra Power
11.20 am	Assets Update - <ul style="list-style-type: none"> Investment plan: what planned for the North East Analogue to digital project - what is happening in the North East What was learnt from the Stock Condition Surveys in the Northeast 	Jim Caulfield
11.40 am	Feedback <ul style="list-style-type: none"> North East based feedback from TSMs (Tenant Satisfaction Measures) and Rant and Rave 	Tom Whiteley



	<ul style="list-style-type: none"> • What are we Doing with this feedback? <p>Q&A</p>	
11.50am	<p>Empty Property Process</p> <ul style="list-style-type: none"> • What Is the sign off process? • Responsibilities <p>Q&A</p>	Jim Caulfield
12.10 am	<p>Wellbeing</p> <ul style="list-style-type: none"> • Updates on wellbeing activity <p>Q&A</p>	Christine Scott/Amy Bell
12.20pm	What would you like to see at our next forum?	All
12.25 pm	<p>Feedback from Round Table</p> <p>Consumer Standards Regulations The Transparency, Influence and Accountability Standard Engagement with Tenants Information about Landlord Services Forum feedback</p> <p><i>Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.</i></p> <p><i>Registered providers must take tenants' views into account in their decision making about how landlord services are delivered.</i></p>	All
12.50pm	AOB	Kath Newell
13.00pm	Lunch	
13:30	Close	