

North West Regional Meeting

Woodford Court - Wednesday 6th December 2023
10:30am - 13:30pm

Agenda		
10.30am	Welcome and Introductions	Alan Chadwick
10.40am	Exec update Q&A	Yvonne Castle
11:00am	Repairs & Estates Services Update <ul style="list-style-type: none"> • The life of repair: How the process should work from first report, through quoted works to resolution • Planned Investment in the Northwest, well connected update. Q&A	Jim Caulfield
11.20 am	How we communicate <ul style="list-style-type: none"> • How we communicate out to you • How to get in touch with us and where to find Information. Q&A	Lucy Nixon
11.40am	Regional Update <ul style="list-style-type: none"> • Rachel Page Introduction and new lead structure • Feedback from Services Q&A	Rachel Page Tom Whiteley
11.50 am	Day in the life of a CHO <ul style="list-style-type: none"> • Day to day roles 	Margaret Byrne
12.10 pm	Assurance panel Update <ul style="list-style-type: none"> • What Is It and how can you get Involved with JJH Q&A	Sue Watthey



12:20 pm	<p>Feedback From Round Table</p> <p>Consumer Standards Regulations The Transparency, Influence and Accountability Standard Engagement with Tenants Information about Landlord Services</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> <p>~</p>	All
13.00	AOB and Closing remarks	Alan Chadwick
13.10pm	Lunch	