

## North East Regional Meeting

Blenheim Court, Albion Street, Gateshead NE10 9SJ –  
Thursday 16<sup>th</sup> May  
10:30am - 13:00pm

Agenda		
10.30am	<b>Welcome and Introductions</b> Themes and progress from the last meeting	Kath Newell Tom Whiteley
10.40am	<b>Exec update – Sanctuary Integration</b>  Q&A	Kathryn Fox-Rogers Managing Director
11.00 am	<b>Homes and Building Safety 2024/25</b>  Homes and Building Safety management plan for 2024-25 including update on Analogue to Digital progress in the Northeast  Q & A	Lauren Courty Assistant Director of Homes and building Safety
11.15 am	<b>Support around our Residents Group</b>  What is our new weekly meeting + Case Study What are they going to do as actions etc  Q&A	Rachel Page Neighbourhood Manager
11.30 am	<b>Break</b>	
11.45am	<b>Ombudsman Code of Conduct Statutory Changes</b>  Summary of changes on complaint process and wider sector comparison  Q & A	Lauren Courty Assistant Director of Homes and building Safety
12.00	Future and upcoming Engagement opportunities	Tom Whiteley Customer Experience Manager
12.15 pm	AOB	
12.30 pm	<b>Lunch</b>	

