

Yorkshire & Derbyshire Regional Meeting

Valetta House Netherfield Lane, Rotherham, South Yorkshire, S62 6AT -
Monday 3rd June
10:30am - 13:00pm

Agenda		
10.30am	Welcome and Introductions Themes and progress from the last meeting	Alan Chadwick Tom
10.40am	Exec update – Sanctuary Integration Q&A	Kathryn Fox-Rogers Managing Director
10:55 am	Homes and Building Safety 2024/25 Homes and Building Safety management plan for 2024-25 to determine what next	Lauren Courty Assistant Director of Homes and building Safety
11.10 am	Money Advice Update How we can help you and update on services available Q&A	Vikki Fisher Customer Operations Manager
11.15 am	Break	
11.45am	Support around our Residents Group What is our new weekly meeting + Case Study What are they going to do as actions etc Q&A	Rachel Page Regional Neighbourhood Manager
12.00 pm	Ombudsman Code of Conduct Statutory Changes Summary of changes on complaint process and wider sector comparison	Lauren Courty Assistant Director of Homes and building Safety
12.15 pm	Future Engagement opportunities	Tom Whiteley Customer Experience Manager
12:30 pm	AOB	
12.45 pm	Lunch	

