

## Board

**Tuesday 24 February 2009 at 5.00 pm**

Meeting to be held at YHN House, Benton Park Road, Newcastle upon Tyne.

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## AGENDA

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1. **Reminder to switch off mobile phones**
2. **Apologies for Absence**
3. **Declarations of Interest** in any matter to be discussed at the meeting.
4. **Items which Board Members wish to raise**, not elsewhere on the Agenda
5. **Exclusion of Press and Public**

### **CONFIDENTIAL ITEMS**

**Page No**

- |     |  |           |
|-----|--|-----------|
| 6.  | <b>Confidential Minutes of Board held on 27 January 2009</b>   | <b>1</b>  |
| 7.  | <b>New Build Developer Offers</b><br>Report by Chief Executive   | <b>7</b>  |
| 8.  | <b>Newcastle Furniture Service – Warehouse and Business Development</b><br>Report by Director of Tenancy Services  | <b>16</b> |
| 9.  | <b>Concierge Service Review</b><br>Report by Director of Tenancy Services  | <b>24</b> |
| 10. | <b>Adaptations Programme – provision and installation of stairlifts 2009/2013: Procurement and Tender Report</b><br>Report by Assistant Chief Executive & Director of Business | <b>44</b> |
| 11. | <b>Leasehold Valuation Tribunal Update</b><br>Report by Chief Executive  | <b>56</b> |

|            |   |            |
|------------|---|------------|
| <b>12.</b> | <b>Items for Information:</b>   | <b>108</b> |
|            | (i) Confidential Delegated Decisions  |            |
|            | (ii) Confidential Minutes: Governance & Personnel Committee held on 2 December 2008 |            |

### **OPEN SESSION**

#### **FOR APPROVAL/DISCUSSION**

|            |  |            |
|------------|--|------------|
| <b>13.</b> | <b>Minutes of Board held on 27 January 2009</b>                        | <b>111</b> |
| <b>14.</b> | <b>Your Choice Homes Update</b>  | <b>119</b> |
|            | Report by Director of Tenancy Services                                 |            |
| <b>15.</b> | <b>Performance Monitoring Report Quarter Three, 2008/09</b>            | <b>126</b> |
|            | Report by Assistant Chief Executive & Director of Business             |            |
| <b>16.</b> | <b>Compliments, Complaints, Comments Report Quarter Three, 2008/09</b> | <b>165</b> |
|            | Report by Director of Finance & Resources                              |            |
| <b>17.</b> | <b>Engagement through Diversionary and Leisure Activities</b>          |            |
|            | Report by Chief Executive to be circulated on a supplemental agenda    |            |

#### **FOR INFORMATION**

|            |  |            |
|------------|--|------------|
| <b>18.</b> | <b>Items for Information:</b>                              | <b>183</b> |
|            | (i) Delegated Decisions                                    |            |
|            | (ii) Committee Feedback                                    |            |
|            | (iii) Minutes for Information:                             |            |
|            | - Finance Committee held on 22 January 2009                |            |
|            | - Governance & Personnel Committee held on 2 December 2008 |            |
| <b>19.</b> | <b>Board 24 March 2009 draft agenda:</b>                   |            |
|            | • Delivery Plan  |            |
|            | • Worklessness Strategy                                    |            |
|            | • Ethnicity Monitoring                                     |            |