

**THE RIVERSIDE GROUP LIMITED**

**Riverside North Divisional Meeting Held at 4:00pm on  
Thursday 19 March 2015 at the Royal York Hotel**

**Minutes**

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<b>Present:</b>	Darren Warneford	Chair	DW
	Mark Pearson	Vice Chair	MP
	Diana Pearce	Vice Chair	DP
	Bill Barkworth		BB
	Bob Hall		BH
	Chris Leavy		CL
	Dr Nell Chang		NC
	Sally Trueman		ST
	Patrick Rice		PR
	Anne Tyrell		AT
	Steve Ward	Director, North Division	SW
	Andy Gladwin	Group Financial Controller	AG
<b>In attendance:</b>	Kim Doran	Assistant Director, Property Services	BC
	Carl Mitchell	Assistant Director, Operations	CM
	Julie Riseborough	Business Support Manager	JR
	Simon Aldred	Assistant Director, Finance	SA
	Julie Gray	Assistant Director, Development	JG
	Michael Philips	Volunteering Manager	MP
	John Wood	Executive Director, Housing Services	JW
	Chris Todd	Income Manager	CT
	Annabel Haynes	Acting PA to Director, North Division	AH

**Apologies for absence**

Apologies were received from Councillor Peter Clark.

**Declarations of Interest**

No Declarations of interest were received.

**104 Minutes of the last Divisional Board Meeting held 22 January 2015. Action**

The minutes of the last meeting were agreed as a true record.

**105 Matters Arising**

Following the Board's request for information on staffing, it was agreed at the meeting that this would be discussed at the May Board meeting, once the Asset Management restructure had been completed.

**106 Feedback from National Federation Board Members Conference**

BB advised on:

- New Regulatory Framework from April 2015 (will be on RIC/REX) and stress testing (high on Riverside's agenda)

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- Continuing Homes for Britain Rally
- Potential for different and varying providers entering the housing market and the use of 'silent intelligence' going forward

**107 Digital Inclusion Strategy**

MP attended to answer any questions arising from Agenda Item 6.

**108 Financial Performance Report**

The Board noted the contents of the financial performance report. The following points were discussed:

- a. Further to 98(d) from January Board, SA explained the variances, why and where they were coming from and advised that there was nothing out of the ordinary in this. The value of bad debts was queried – it was explained that this was a contingency across the board and best to be prudent.
- b. The negative to positive forecast on property and land sale was queried. This was explained by the fact that the disposal list has changed and is based on the known number of properties to be disposed of.
- c. Following the introduction of the revised service charges, it was asked if there had been much feedback. SA advised that there had been a few responses but no pattern in the comments that had been made. The service charge is to recover as much of the cost as possible for maintaining communal areas – inside and outside.

**109 Business Plan 2015 - 2020**

The Board noted the contents of the Business Plan 2015 – 2020. The following points were discussed before being approved:

- a. It was noticed that property sales tale off toward the end of the period. SA advised this was because of the programme of disposals and what is known about now. More may come to light during the period of the Business Plan.

**110 Director's Report**

The Board noted the contents of the Director's report. The following points were discussed:

- a. SW advised that he and JR will be meeting with Hull CC officers on 27 March 2015 to discuss the next steps with regard to the NBAB and

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noted that following the closing date for comments on the consultation, none had been received.

- b. SW confirmed that the Colshaw Farm office relocation was now moving in the right direction and hoped to be concluded soon.
- c. SW advised that HFAT data had now been received which would allow the Divisional NIS to be available for the May Board. SW
- d. For information, SW also talked about a potential 'stock swap' with Home Group which would benefit the Irvine division rather than the North division in terms of growth. The Board accepted the principle of supporting Irvine.
- e. SW gave a presentation on 'Developing Sustainable Tenancies'. At the end of the presentation SW posed a few questions to the Board. The Board agreed with the principles set out in the report and the proposed direction of travel.

## 111 OPERATIONAL REPORTS

### 111.1 Operations Report

The Board noted the contents of the Operations Report. The following points were discussed:

- a. It was mentioned that some of the performance figures were disappointing, especially regarding First Visits. CM explained the reasons behind this (procedural issues & Christmas close down) and what steps are being taken to prevent this from happening again.
- b. It was explained that 'first time repairs' are highly unlikely to record a 100%, as measuring up and assessing what the repair is needed. To date this is often left blank by contractor but as JW explained, the onus will now be on the contractor to complete the detail as blanks will count as a fail.
- c. CT gave a presentation on Income Collection by way of introducing himself as the new Income Manager and his approach to improving arrears figures and reducing court cases based on his review of the service to date. One of the main changes will be via better communication with tenants in arrears – more verbal communication and face to face meetings before issuing letters concerning legal action. CT advised the way forward will be to be proactive not reactive.
- d. Confidential Minute re Gas Servicing.

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**111.2 Property Services Report**

The Board noted the contents of the Property Services Report.

**112 Development Report**

The Board noted the contents of the Development Report.

**113 Any Other Business**

DW advised that Board appraisals were due and would be arranged in the very near future (before the end of April)

SW advised that the Board Away Day is currently scheduled for May but is more likely to take place in July.

JR advised that anyone wishing to attend the Gateshead office for the Board Briefings should let her know in advance – VC arrangements were in place.

ALL

**114 Date and Time of Next Meeting**

The next Riverside North Divisional Board Meeting will be held on **Thursday 21 May 2015 at 4:00pm** (refreshments available from 3.45pm) at **The Royal York Hotel, Station Road, York, North Yorkshire, YO24 1AA**

Signed and Approved by Chair

Signature:  .....

Date: 21/5/15 .....

**Papers shown as an Appendix to the Minutes**

**Minute Numbers**

- 104 – Minutes of Divisional Board meeting held 22 January 2015
- 107 – Digital Inclusion Strategy
- 108 – Financial Report
- 109 – Business Plan 2015 - 2020
- 110 – Divisional Director's Report
- 111 – Operational Reports
  - 111.1 – Operations Report
  - 111.2 – Property Services Report
- 112 – Development Report

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