

**Meeting Minutes**

Board/Committee:	The Riverside Group Ltd Board (the “Board”)		
Date and time:	10am 25 January 2024		
Location:	Microsoft Teams		
Present:	• Caroline Corby	(CC)	Vice Chair (In the Chair)
	• Erfana Mahmood	(EM)	Board Member
	• Nigel Holland	(NH)	Board Member
	• Olwen Lintott	(OL)	Board Member
	• Sandy Murray	(SM)	Board Member
	• Ingrid Fife	(IF)	Board Member
	• Fenella Edge	(FE)	Board Observer
	• Sam Scott	(SS)	Board Member
	• Mona Shah	(MS)	Board Member
	• Kei-Retta Farrell	(KRF)	Board Member
	• Carol Matthews	(CMM)	Co-opted Board Member
In attendance:	• Keith Harkness	(KH)	Board Observer
	• Richard Williams	(RW)	Board Observer
	• Tony Blows	(TB)	Chief Information Officer
	• John Glenton	(JG)	Executive Director Care and Support Services
	• Ian Gregg	(IG)	Executive Director Asset Services
	• Cris McGuinness	(CAM)	Chief Financial Officer
	• Patrick New	(PN)	Executive Director Customer Service
	• Jehan Weerasinghe	(JW)	Managing Director for OHG
	• Sara Shanab	(SSh)	Group Director of Governance and General Counsel
	• Russell Hall	(RJH)	Head of Governance (TRGL)
	• Bruce Lister	(BL)	Managing Director Compendium Living
	• Maxine Cousens	(MC)	Director of People and Culture
Apologies:	• Terrie Alafat	(TA)	Chair

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012/24	<p><u>Apologies for Absence (Item 1.1) VERBAL</u></p> <p>There were apologies received from Terrie Alafat.</p>	
013/24	<p><u>Declarations of Interest (Item 1.2) VERBAL</u></p> <p>There was one declaration of interest from CC who referred to her recent appointment as the Chair of Peabody.</p>	
014/24	<p><u>Chair's Matters (Item 1.3) VERBAL</u></p> <p>The Chair thanked the other Board members for attending the Board meeting on 17 January to appoint Paul Dolan as the new Riverside CEO. All parties were very happy with the appointment and CMM confirmed she had various meetings arranged with him throughout March and April in preparation for his arrival. The Chair also noted the completion of the sale of three of the Baycroft properties to Country Court Care and was hopeful the remainder of the portfolio would transfer in the coming weeks.</p> <p>The Board NOTED the Chair's update.</p>	
015/24	<p><u>Customer Story (Item 1.4) PRESENTATION</u></p> <p>The Board received the Customer story in relation to the importance of proactive tenancy visits. PN took the Board through a case study of a customer who hadn't been contacted for some time. When colleagues tried to contact her, they were informed by the customer's son that she was in hospital. The customer was in need of a new bed which Riverside arranged and attended the property to give access for the new bed whilst the customer was in hospital. When colleagues accessed the property, they found it was in a poor state of repair and a significant amount of work was required to clear historic hoarding issues. Colleagues were able to return the property to a good state and get the property ready for the customer's return. They were also able to help the customer with referrals to agencies that could help her on her return to home and arranged access to benefits she was entitled to claim. All of this was possible through the proactive tenancy contact with customers.</p> <p>PN explained how the proactive tenancy visit scheme worked emphasising how any Customers who had not had contact with Riverside over the previous 12 months would receive a visit and this allowed colleagues to make assessments not only on the property but on the customer and identify any vulnerabilities which would allow for more regular contact where required. In response to a query about the need for regular gas safety inspections and whether this formed part of the proactive tenancy visits, PN confirmed those visits did not because they weren't always carried out with customers present, so they were not used in the 12 monthly visit regime, although they did offer additional opportunities to check on the condition of the properties and well being of customers.</p>	

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	<p>The Board welcomed the proactive tenancy visit regime and the benefit it brought in assessing customer vulnerability, albeit the Board recognised there was a careful balance to be made with the definition of vulnerability and the way Riverside might think of vulnerability compared to a customer's own view on whether they considered themselves vulnerable.</p> <p>The Board NOTED the customer story.</p>	
016/24	<p><u>Chief Executive Officer's Report (Item 2.1) CONF.</u></p> <p>CMM updated the Board on a number of matters including an update on IDA progress, confirming to the Board that the gap assurance letter had been received from the Regulator and had highlighted areas where additional assurance was required, those areas included risk, data integrity, viability risks, internal audit and reporting to Board, written responses have been prepared and shared with the Regulator.</p> <p>PN provided an update on the issues on the Langley Estate and the recent press coverage. The Board noted the increase in Subject Access Requests that had come in from the Greater Manchester Tenants Union, (GMTU), and in the processing of those SAR's Riverside had become aware of recording of information on housing systems which was not in line with expectations or Riverside values, [REDACTED]</p> <p>[REDACTED]</p> <p>PN explained that these findings from the work on responding to the SARs was being addressed, not just with the colleagues involved but with wider communication and training to all front-line facing colleagues, and where necessary disciplinary action. [REDACTED]</p> <p>[REDACTED] The Board noted that Riverside had decided to self-refer this matter to the Regulator who had in turn requested further information, the information requested was currently being collated and would be shared with the Regulator imminently. IG confirmed he had been corresponding with various stakeholders and had met last week with the local councillor for the area to ensure they were up to speed on actions and work ongoing to address the issues on the estate.</p> <p>The Board confirmed that being told some colleagues had recorded information inappropriately was disappointing and queried whether there was a wider cultural issue here. PN confirmed that this was something he was looking at and it was being followed up with additional training and spot checks. The Board agreed that they would like to understand the property issues being reported at Langley and the interaction between customers and colleagues receiving complaints to understand if there</p>	<p>PN</p>

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	<p>were cultural challenges to be concerned about. They asked that a report come back to Board to address this more specifically.</p> <p>CAM provided the Board with an update on the ongoing case with HMRC and the reclaim of £1.5m of VAT. CAM explained it was an important determination because of potential additional costs which might be incurred in future years. The Board noted the update [REDACTED]</p> <p>The Board also received an update from CMM in relation to:</p> <ul style="list-style-type: none"> • A proposed increase of 1.5% in fees payable to the Regulator • An update on consultation progress for Awaabs Law and the wide-ranging impact that would have for housing associations. It was agreed that the consultation documentation would be shared with Board members for information. • An update was provided on care and support integration which was going well. <p>The Board NOTED the Chief Executive Officer's Report.</p>	RJH
017/24	<p><u>Integration and Transformation Update (Item 2.2) CONF.</u></p> <p>The Board received a report that provided an update of the Riverside Transformation Portfolio as at the end of December 2023.</p> <p>The Board noted that 3 new projects had been added, (Savills RiskHub migration of Fire Risk Assessments, OHG Gas Safety Data and People Hub Phase 3 - Evolve), bringing the total projects active or scheduled back to 37. TB provided the Board with an update in relation to the 4 red rated projects with the Board noting they were trending positively and would return to amber and green. TB also confirmed, in response to queries from the Board that there was still some way to go until all TRGL colleagues were using the same systems, with single contact centre systems, CRM and Housing Management all set for 2025 and Asset management and repairs systems converging between 2024-2026.</p> <p>The Board also noted the management of risk set out in the table contained within the paper. TB also drew the Boards attention to the additional section regarding the digital strategy which had been included following the Board request at the last meeting. The Board also noted that a separate session on integration was being arranged in February as an additional "Masterclass".</p> <p>The Board NOTED the report and progress in terms of merger integration and broader business transformation, now integrated within an overall portfolio of change management, overseen by a single governance model.</p>	
018/24	<p><u>Group Budget 2024/25 (Item 2.3) CONF.</u></p> <p>CAM introduced the report that presented the draft Group Budget for 2024/25 CAM set the scene, reminding the Board of the challenges from</p>	

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	<p>the combination of the merger with a troubled One Housing Group and a very difficult external environment with both inflation and interest rates rising to levels which individually strain the Group finances. This tricky 2023/24 was expected to continue into 2024/25. The key points CAM pulled out of the budget paper included:</p> <ul style="list-style-type: none"> • The OHG Budget was still shown separately – partly because it is important to keep measuring the OHG financial performance – but also because they were currently on a separate finance system. • There was a paper later on the agenda about capitalising interest. The key point CAM made here was that this move was less prudent than the current Riverside methodology. In the current environment doing something that makes the interest bill look higher to the readers of Riverside accounts didn't make sense, this was a position BDO were supportive of. • The paper assumed the final Baycroft homes would be transferred by 31st March, in line with management expectations. • There were £7.5m of integration savings built into the budget, in line with the Merger Promise. <p>█ [REDACTED]</p> <ul style="list-style-type: none"> • Any changes identified within the budget would be brought back when the Business Plan was brought to Board for approval in March. Board noted that JV surplus was expected to increase by █ and there may be some disposals that wouldn't get completed at the end of March – the number that were "higher risk" amounted to █ • Built into this budget, routine maintenance had increased by 8% in OHG and 11% in TRGL on forecast – (on 2023/25 budget this was 9% and 22% respectively). • Planned maintenance was not capitalised (so reduced operating surplus) had increased by 16% in OHG and 38% in Riverside compared to forecast (compared to budget this was 5% and 156% respectively) • Even with these increases – the operating margin had increased from Q2F from 14.3% to 15%. • CAM confirmed that SM had asked a range of questions prior to the Board meeting and these (along with the answers) had been added to the document library for Board members to review – the questions included carve outs, JV income, deliverability of the OHG budget, Baycroft assumptions, capacity to deliver increased repairs expenditure, deliverability of property disposals, service charge budgets, the deliverability of the care and support margin, and pricing negotiations within Evolve, each of which was specifically addressed and for the record would stay with the papers in Convene. • The Board noted that the Budget for 2024/25 met the operating margin Golden Rule as set by the Board (including all fire safety costs). <p>The Board members then discussed the paper in some detail. CC commented that looking at the budget in the round, net surplus and margin seemed low, with a reliance on significant sales, and it felt very</p>	

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	<p>tight for the Board to be completely comfortable with, CC queried whether it would be helpful for CAM and colleagues to have another look at the Budget to see if headroom could be increased and the reliance on sales could be reduced. RW supported those comments and asked where Riverside was against its peers. In response CAM confirmed it was difficult to do that benchmarking at present as Riverside peers were doing the same budget setting process currently, although historically Riverside was lower quartile given the diversity of its business compared with some more traditional housing associations.</p> <p>SM and FE also agreed with the comments that the budget felt very tight, with a number of areas which could not be entirely controlled by Riverside. In response to queries on the care and support business from IF, JG provided assurance on the good progress made on integration and reductions in areas like overhead duplication. JG also highlighted the work being done to reduce voids and arrears.</p> <p>The Board discussed the significant spend in areas including building safety and cladding remediation, but recognised the importance of prioritising building safety and the difficulties that slowing those programmes down would have for the Group and customers.</p> <p>CAM confirmed that the budget had been closely scrutinised and had been subject to a number of iterations before being presented to Board. The Board noted those comments but agreed that they would like CAM to revisit the budget again. The Board agreed that they could hold another short notice meeting, but it was agreed that CAM would try to co-ordinate a revised budget paper with the Q3F paper that would come to Board in February.</p> <p>The Board NOTED the contents of this Report and REQUESTED that the 2024/25 Group Budget be revisited and brought back to Board for consideration in February 2024.</p>	CAM
019/24	<p><u>Compendium Living Business Plan 2024/25 (Item 2.4) CONF.</u></p> <p>The Board considered the paper presented by BL, that set out a two-year business plan with ten-year projections (up to 2033), for the Compendium group of companies, trading as Compendium Living. In accordance with the terms of the agreement under which Compendium was established in 2005, annual shareholder approval was required to the company's business plan.</p> <p>The Board recognised that the ten-year business plan reflected actual and forecast activity for the current year (2023) and set out future year plans in the context of current and anticipated market conditions. The Board noted that the plan had gone to the Compendium Board and GDC. BL expanded on the plan by referencing some of the key projects including at Hull and Runcorn.</p> <p>The Board APPROVED the Business Plan.</p>	

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020/24	<p><u>Accounting Policies Update 2023 (Item 2.5)</u></p> <p>The Board considered the paper that provided a summary of changes made to accounting policies and subsequent actions required to ensure compliance for The Riverside Group Limited (TRGL) for the year ending 31 March 2024 (FY2024).</p> <p>The Board noted that the move to capitalised interest, albeit less prudent, brought Riverside in line with its peers and arguably the cost of the properties on the balance sheet should include the cost of borrowing undertaken in order to build it. This was a position BDO were supportive of. CAM confirmed the impact was a £0.9m increase in operating costs and a decrease in interest payable of £6.6m. MS confirmed the paper had been reviewed at GAC and they were content.</p> <p>The Board REVIEWED and APPROVED the policies.</p>	
021/24	<p><u>Stanton Cross – proposal (Item 2.6)</u></p> <p>The Board considered the paper that proposed the acquisition of land at Stanton Cross, Wellingborough by Stanton Cross Developments LLP (of which Riverside was a 50% member) from the British Steel Pension Fund Trustee Limited. CAM set out the rationale, justification and financial implications. SM raised a question regarding what impact the delay in repayment of the investment to Riverside had on borrowings and interest payments in future years and CAM confirmed that the impact was small as such reductions were below the operating surplus line in the business plan and as there was good headroom in later years its impact was minimal. NH confirmed that the paper had been subject to scrutiny, and subsequently recommended to Board by GDC.</p> <p>The Board APPROVED the proposed acquisition of land as set out in the paper.</p>	
022/24	<p><u>Sutton Wharf Cladding Award Report (Item 2.7)</u></p> <p>The Board received the Sutton Wharf Cladding Award Report from IG, noting the background and the requirement for works, the consultation that had taken place and the savings set out in the report.</p> <p>The Board APPROVED the award and signing of a JCT Remediation Works Contract and Remediation Works Agreement with Vistry Construction for cladding remediation works at:</p> <p style="padding-left: 40px;">Palmers Road 46, Suttons Wharf South E2 0TB. Palmers Road 42, Suttons Wharf South E2 0TA.</p> <p>The Board also AGREED to signing the Building Safety Fund Grant Funding Agreement in the sum referred to in the paper.</p>	
023/24	<p><u>People Strategy & H1 23/24 Progress Update (Item 2.8)</u></p>	

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	<p>The Board received the paper from MC that included the 2023-26 People Strategy approved by Executive Directors in November 2023. The strategy was the first for the combined Group and set out the steps Riverside would take over the next three years to improve the colleague experience, live the Riverside values and move closer to the culture needed to be a success; ensuring Riverside were able to provide great outcomes for customers and deliver against our Forward Together plan.</p> <p>The Board noted what had been delivered against the strategy for the first half of the 23/24 financial year, with MC pulling out a number of highlights including early results from the HIVE survey which were set out in the paper. MC also drew the Boards attention to areas for improvement which included improving attrition rates and compliance with mandatory training and how Riverside was addressing those areas. The Board also noted the ongoing work to develop clear career pathways and capability frameworks for colleagues as part of the move to professionalisation of the sector.</p> <p>The Board NOTED the strategy and progress for the first half of 23/24 financial year.</p>	
024/24	<p><u>Tender Award Report, Emergency and General Needs Lighting Installation and Electrical Works (Item 2.9)</u></p> <p>The Board considered the paper that set out the procurement process relating to the framework for Emergency and General Needs Lighting Installation and Electrical Works. The Board noted the framework was split into a number of lots based on geography and that the framework would be available for use across the Group.</p> <p>The Board APPROVED the creation of the Framework as set out in the paper.</p>	
025/24	<p><u>Committee and Subsidiary Board Update (Item 3.1)</u></p> <p>The Chairs of the Committees where meetings had taken place since the last Board meeting and who were present in the meeting confirmed the report presented an accurate summary of activity. In addition, the following comments were made:</p> <ul style="list-style-type: none"> • TA reported that GRC focus had been on CEO recruitment over the past couple of months. • IG confirmed that in relation to Evolve good progress had been made on mobilisation and improving customer satisfaction. • PN reported RCVE had recently held their AGM and were engaged with progressing some recommendations from TPAS. <p>The Board NOTED the updates provided on the Committee and Subsidiary Board Activity for the period 19 September and December 2023 to date.</p>	
026/24	<p><u>Operational Performance Report (Item 3.2)</u></p>	

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	<p>IG provided the Board with an update on operational performance since the last meeting. IG highlighted some of the key metrics with Board in relation to customers, building safety compliance, cash leakage and performance around colleagues.</p> <p>The Board discussed the information contained in the dashboards and in particular queried the sharp increase in complaints at OHG showing now as 2% of households. JW explained that OHG had seen a significant increase of circa 40% in complaints, OHG had experienced some recruitment and onboarding issues and was able to confirm that other G15 members were experiencing similar issues.</p> <p>SS commented that he would discuss some of the KPI performance including compliance, increasing SAR's and HRA Actions at the next CEC meeting. In addition, SS also mentioned that whilst it was good to see a lot of detail in the executive dashboards, they did run to 33 pages, and he asked if the Executive Team could consider whether it was possible to present the detail required but in a more focused way. NH also asked whether it was possible to pull the gas reporting onto the same page to make it easier to reference.</p> <p>The Board NOTED the contents of the report and the November 2023 month-end Exec dashboards.</p>	<p>IG</p>
027/24	<p><u>Financial Performance Update (Item 4.3) CONF.</u></p> <p>CAM presented the financial performance report to the Board as at Period Nine of the 2023/24 Financial Year. CAM explained Riverside were c£2m ahead of Q2F and noted there are five red and three amber early warning signs which were set out in 1.5 to 1.11.</p> <p>CAM provided a detailed update on carve outs and disposals (as the two biggest risks going into year end).</p> <p>On carve outs, matters were progressing well. Whilst Board noted that carve outs did not need to be in place until 31 March 2024, to provide certainty for year end, and to inform the decision over the best use of the proceeds from the Private Placement, CAM confirmed the aim was to have as many agreed and documented by 9 February 2024 as possible.</p> <p>To date, CAM confirmed two lenders [REDACTED] had provided credit approved carve outs for fire safety and break costs, with Santander also approving the carve outs for Baycroft losses. HSBC had said from the outset that they would not be able to give a carve out for operating losses and they are not needed for compliance with that lender.</p> <p>The Board noted that the majority of the remaining UK based lenders were holding credit committee's w/c 22 January 2024 with two holding them w/c 29 January 2024 so the next few weeks would see a lot of activity in this area.</p>	

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	<p>[REDACTED] were working to a different timetable, with these to be in place for mid-March 2024. However, Board noted there was already in place a carve out for fire safety costs with [REDACTED] so achieving no additional carve outs with them was not problematic. CAM confirmed that whilst carve outs were not needed for compliance with the [REDACTED] [REDACTED] if they were offered the same terms (i.e. a stricter covenant position in line with bank lenders for the three years that the carve outs are in place).</p> <p>CAM then provided an update to the Board on covenant headroom. CAM confirmed that a very prudent approach was always taken when considering covenant forecasting. At the time of completing the covenant forecast, Riverside had not clarified the treatment of fire safety grant (forecast to be c.£20m) so CAM explained it had been removed from the calculation. The Board noted how it would be accounted for so it should be allowable in loan covenant calculations and would give a compliant result (before carve outs). The Board recognised that CAM and her team had undertaken additional reviews of the wording in each individual loan agreement to see if any other clauses could potentially alter this result. Whilst there were differences it was believed, taking a very prudent assumption around the various provisions contained in them, that Riverside's original treatment of the grant position remains correct.</p> <p>CAM explained that the approach above resolved two of the non-compliant positions, but [REDACTED] would still require carve outs to be compliant and so the team were continuing to pursue them.</p> <p>The Board then received an update on the current position on disposals noting that £6.5m had been sold and the remaining anticipated disposals had been low, medium or high risk classified for the financial year end. [REDACTED]</p> <p>NH mentioned that, in terms of disposals, he was aware that the Ministry of Defence was looking to acquire properties quickly and he would share further details with IG. The Board members also picked up some minor clarifications with CAM from the information presented in the report.</p> <p>The Board NOTED the report; in particular, the five red and three amber Early Warning Signs in Section One and Appendix 2.</p>	
028/24	<p><u>Quarterly Development update (Item 4.4) CONF.</u></p> <p>The Board received the report that provided a summary of the development activity across the Group for the quarter ended 31st December 2023. CAM reported that customer satisfaction levels were at 100% for Riverside and 81% for OHG. Across the Group 856 new homes had been built, although that was down on the forecast of 1,121, it was</p>	

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	<p>broadly in line with business plan assumptions on cost. Board noted the total number of new homes forecast to be delivered over 23/24 was currently 1,495 compared to the original budget of 1,877 with the report setting out the reasons for the reduction.</p> <p>The Board NOTED the contents of this report.</p>	
029/24	<p><u>Group Risk Register (Item 4.1) CONF.</u></p> <p>CMM presented the paper on the Group Risk Register, who confirmed that the most recent version of the Risk Register presented with the paper had incorporated all the changes between Group Audit Committee on 1 December and Group Board on 14 December along with a number of subsequent changes.</p> <p>CMM highlighted the following:</p> <ul style="list-style-type: none"> • Whilst three of the Baycroft Homes had transferred, three more were to follow, even after the transfer Baycroft remained on the register but with a lower score. • As CAM had highlighted in the Financial Performance update, ████████ of disposal income had been placed in a risk category which meant there was a risk it might not all fall in this financial year. • Void loss remained challenging within OHG in particular. • Following on from PN's update under the CEO report, the risks associated with issues at Langley and the increase in complaints within OHG, presented a risk particularly if they were escalated by the Regulator or the Housing Ombudsman. Whilst the risk of this was currently low and there was lots of work ongoing to address the issues it remained a risk. • In light of the budget discussions, it was probably right to revisit the residual risk score around delivering the business plan. <p>The Board referenced Appendix 4 & 4a, which they found very helpful and commented on the columns addressing risk appetite and mitigations. They suggested it might be good to consider a review of these matters in more detail at the next pre dinner Board conversation in March.</p> <p>The Board REVIEWED the Risk Register and provided feedback.</p>	RJH
030/24	<p><u>OHG Cladding Remediation Programme (Item 4.2)</u></p> <p>The Board received a paper from JW that set out the progress to date to deliver OHG Cladding remediation programme.</p> <p>Board noted that to 31 March 2023, £75m has been spent with a net cost of £44m following grant income and legal recovery, and with a further £36m required to complete Phase 1 of the programme. A further 5 buildings have subsequently been identified and will be incorporated into Phase 2 of the cladding remediation programme which will deal with the remaining 72 buildings and complete works to 175 buildings in total.</p>	

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	<p>JW explained that from the list of 175 buildings on the Cladding Remediation Programme, to date 90 compliant EWS1 certificates had been secured, reassuring over 2,303 households that they do not have flammable cladding issues with their homes.</p> <p>The Board noted that the costs of the programme had increased due to significant cost increases in cladding works, additional buildings and work content and the revised total expenditure for the programme was now £302m, with assumed grant of £157m, for a net cost of £145m to Riverside. [REDACTED]</p> <p>RW raised a query regarding the comments at clause 2.8.2 of the report where reference was made to a number of buildings requiring works where Riverside had customers but was not responsible for the cladding remediation. In those cases, JW said reminders would be sent to those with the responsibility and good communication was maintained with customers, so they understood where responsibility lay. IG reminded the Board that OHG Board maintained a good oversight of the cladding responsibilities, and this would be transferred to Riverside Board from March 2024.</p> <p>CC also reminded the Board that there would be an opportunity to visit some of these schemes where cladding work was ongoing at the in-person Board event in March.</p> <p>The Board REVIEWED the progress to date, impacts on the financial business plan, and confirmed it was assured by the actions being taken and plans to remove combustible cladding within OHG's stock in accordance with Government Regulations and advice.</p>	
031/24	<p><u>Scheme of Delegated Authority (SODA) Update (Item 4.3)</u></p> <p>SSh presented the report that set out an annual update on the Scheme of Delegated Authority. The Board noted the outcomes of the probity review requested following changes made as a result of the Transfer of Engagements to bring OHG on to the Group's Scheme of Delegated Authority and updates made following implementation of a new structure in Care and Support. SSh also confirmed the changes had been through, and approved by, GAC.</p> <p>The Board NOTED the update on the Scheme of Delegated Authority.</p>	
032/24	<p><u>Changes to CEC Terms of Reference (ToR) (Item 4.4)</u></p> <p>The Board considered the proposed changes to CEC Terms of Reference. The Board noted the main change, which was to move from 8 to 9 members for a short period of time, and the reasons for that</p>	

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	<p>change. SSh explained that the decision was supported by SS as Chair of CEC.</p> <p>The Board APPROVED that the Customer Experience Committee exceed the number of members specified in the ToR (from 8 to 9), until November 2024, by recruiting one additional NED to the CEC.</p>	
033/24	<p><u>Update on Board meetings schedule for 2024/5 (Item 4.5)</u></p> <p>This report was withdrawn from the meeting.</p>	
034/24	<p><u>Minutes of Previous Meetings (Item 4.6)</u></p> <p>RW raised an amendment to the minute 216/23 from 14 December and that was to note that the reference to £8.8m should be 8.8%. subject to that amendment the minutes of the meetings held on 14 December 2023 and 4 January 2024 were APPROVED as an accurate record.</p> <p>Minutes of the meeting held on 17 January 2024 were to follow at the next scheduled meeting.</p>	RJH
035/24	<p><u>Matters Arising from Previous Meeting (Item 4.7)</u></p> <p>The Matters Arising from previous meetings were reviewed. An update was provided to 215/23, IG confirmed progress was ongoing on this matter but that a video was still work in progress. TB and JG also provided an update in relation to a matter that had been raised in the last meeting around telephony at Hull, they confirmed that the backup plan, which had been discussed, was working well and that longer term OFCOM had got involved which had forced providers to work with Riverside on solutions.</p> <p>The Board NOTED the updates provided.</p>	
036/24	<p><u>Written Resolutions and Chair's Actions (Item 4.8)</u></p> <p>The Board NOTED that there were no Written Resolutions or Chairs Actions taken between the last meeting of the Board on 14 December and this Board meeting.</p>	
037/24	<p><u>Board Training Plan (Item 4.9)</u></p> <p>SSh presented the Board Training Plan with a request that where possible Board members should try to attend the Masterclasses or review the recordings on Convene if unable to join the actual sessions via Teams.</p> <p>The Board NOTED the Board Training Plan.</p>	
038/24	<p><u>Any Other Business (Item 5)</u></p> <p><u>Authorised Signatory Certificate clarification of use for subsidiaries (Item 5.1)</u></p>	

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	<p>The Board considered the Authorised Signatory Certificate clarification of use for subsidiaries report which CAM confirmed was being requested by Barclays.</p> <p>The Board APPROVED the slight amendment to the Authorised Signatory Certificate (attached at Appendix 1) which explicitly stated that it is also to apply to all direct subsidiaries of TRGL.</p>	
039/24	<p><u>Kidwells Estate Cladding Update (Item 5.2)</u></p> <p>The Board received the verbal update on Kidwells Estate Cladding from JW who confirmed that there were seven different blocks on the estate and that works were about a third of the way through. There were a number of concerned residents. Although Riverside was working through the issues it was taking longer than the residents would like but Riverside was having to work with the original contractor and appoint other specialists including fire engineers. There was still a lot of work to finalise the specification and it might take a further 9/12 months before work started on site. JW and other colleagues had been keeping customers and stakeholders updated and had met local councillors to allay their concerns too.</p> <p>JW recognised that some of the residents had written to Board members about their concerns and that Riverside had promised communications in December and hadn't done so. It was agreed that a collective response should go to the residents who had written in to say the matter had been raised at Board and to apologise for failing to communicate with them back in December. The Board also requested that good communications should go to those customers in future to avoid a repeat issue.</p> <p>The Board NOTED the Kidwells Estate Cladding Update.</p>	JW
040/24	<p><u>Chair's Summary (Item 6)</u></p> <p>The Chair thanked the Board for attending and for their input into this and the previous short notice meeting.</p>	
041/24	<p><u>Date of Next Meeting (Item 7)</u></p> <p>13/14 March 2024 (In Person - Arlington London)</p> <p>The date of the next scheduled meeting was NOTED.</p>	

Signed:

Caroline Corby, TRGL Board (Vice Chair)

Date