

HCA Registered Provider No. 4608
Company Number No. 5864912
A Company Limited by Guarantee
Registered in England

**Rykneld Homes Ltd
Board
Minutes of the Meeting held on 27 May 2021
Remotely via Zoom**

Present:

Board Members Oscar Gomez-Reaney (OR)- Chair D Ruff (DR)
 S Clough (SC) J Tatham (JT)
 W Hodgkiss (WH)

Officers M Finitis (MF) Company Secretary L Gebbie (LG)
 L Shaw (LS) Managing Director P Jackson (PJ)
 N Clark (NC) C Cooper (CC)
 M Bishop (MB) H Brown (HB)
 H Summers (HS)

NEDDC G Callingham (GC) Client Rep

The meeting commenced at 4.00 pm

Board	Title	Discussion	By
B 31/21	Welcome	The Chair welcomed everyone to the meeting.	Chair
B 32/21	Apologies for Absence & Quorum	Apologies were received from Jason Spencer (Board member) and Alan Powell (NEDDC Housing Portfolio Holder) Quorum was established and the meeting commenced.	Chair
B 33/21	Declarations of Interest	The Parent appointed Board members had a general interest as NEDDC Councillors. However, as these did not cause a conflict of interest, they were not precluded from taking part in discussions or decisions.	Chair
B 34/21	Board Meeting Minutes	Agreed The minutes of the Board meeting of the 25 March 2021 were agreed as a correct record.	Chair
B 35/21	Forward Plan	The contents of the Forward Plan were noted.	Chair

B 36/21	Outstanding Items	There were no outstanding items to report.	Chair
B 37/21 to B42/21	Confidential Reports		
B43/21	Performance Dashboard Update: March 2021 & Year-End 2020/2021	<p>MB reported Performance for March 2021 as follows:</p> <p>Performance levels, for both March and Year-End 2020/21, reflect the impact of the Government restrictions on lettings, rent arrears recovery and travel for work.</p> <ul style="list-style-type: none"> - Responsive Repairs completed on target - 99.71% (Target – 98.5%) - 95.27% of rent collected (Year-end target – 96.5%) - Average re-let time for an empty property - 186 days (Core target 25 days minus HTL) - Gas Safety Certificates in compliance – 99.27% (2 properties - 1 deceased customer, 1 Covid case) (Target – 100%) - Fire safety inspections completed – 100% - Average wait time for calls – 5.15 minutes (Target – 50 seconds minus outgoing messages) <p>The performance for Year-End 2020/21 was reported as follows:</p> <ul style="list-style-type: none"> - Responsive Repairs completed on target - 99.21% (Target – 98.5%) - 95.27% of rent collected (Year-end target – 96.5%) - Average re-let time for an empty property - 30 days (Core target 25 days minus HTL) - Gas Safety Certificates in compliance – 99.27% (Target 100%) - Fire safety inspections completed – 100% - Average wait time for calls – 20.20 minutes (Target – 50 seconds minus outgoing messages) <p>Agreed</p> <p>To note the update provided on the Performance Dashboard for both March and Year-End 2020/2021.</p>	MB
B44/21 to B48/21	Confidential Reports		

Open

Item 04

B49/21	Date Time Venue	Tuesday, 27 July 2021 4:00 pm Zoom Meeting Application, unless otherwise specified.	Chair
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Meeting ended 5:20 pm