

FULL BOARD MEETING MINUTES

Location: Dovecotes TMO Board Room
Date: 14 July 2026
Time: 5.13pm - 7.22pm

Facilitator: Chief Officer
Chairperson
Classification: Public Record

Privacy Note: Personal, commercially sensitive and security-sensitive information has been removed or summarised.

1. Attendance and Apologies

Attendance

- Board members, officers, invited local authority representatives and ward representatives attended.

Introductions, apologies and absences were recorded.

2. Welcome and Opening

The Chair opened the meeting at 5.13pm, welcomed attendees and delivered the required housekeeping and fire safety information. Consent to audio recording for accurate minute-taking, governance and compliance purposes was confirmed.

3. Governing Board Matters

- The meeting was confirmed as quorate and able to make decisions.
- No declarations of interest were made.
- Members were reminded of their obligations under the Constitution and Code of Conduct.
- No exceptional decisions taken under delegated authority were reported.

4. Approval of Previous Minutes

The minutes of the previous Full Board meeting were reviewed and approved as a true and accurate record by those eligible to vote.

Decision: Approved unanimously. The signed approval record is retained with the confidential corporate record.

5. Matters Arising and Action Tracker

The Board reviewed the action tracker. Work remained under way on financial governance, policy development, service planning, resident engagement, audit activity and governance documents. Mandatory Board training deadlines were revised where necessary, without recording individual circumstances in the public record.

Decision: The Board noted progress and approved the revised training completion date.

6. Financial Position and Audit Update

The Board received an update confirming that the organisation remained operationally funded and that designated reserves and project funds were earmarked in accordance with approved purposes and the management agreement. Exact account balances, banking arrangements and other commercially sensitive financial information are retained in the confidential minutes and financial records.

The year-end audit had taken place and remained subject to completion confirmation. A further Board discussion with the appointed professional adviser was planned before statutory submission and the Annual General Meeting.

7. Correspondence and Organisational Performance

Complaints and compliments

The Board received an anonymised overview of complaints and compliments. Complaints were being handled through the approved complaints process with relevant equality, diversity and information governance considerations. One Stage 1 complaint was received and responded to in accordance with the approved policy. No Stage 2 complaints were reported.

Eleven compliments and positive feedback comments were received through several channels.

Information Requests

No Freedom of Information requests were reported for the period.

8. Repairs and Maintenance Assurance

The Board received a general overview of repairs and maintenance performance, including statutory compliance, responsive repairs, void management and forward service planning. Members discussed overall workload pressures, the importance of maintaining safe and compliant homes, and the need to continue monitoring service quality and service effectiveness. Detailed financial information, contractor arrangements, property-level data and other commercially sensitive operational updates are retained only within the confidential corporate record.

- Members noted that statutory compliance activity remained a key priority and that assurance reporting continued to support Board oversight.
- The Board discussed the continuing level of demand for responsive repairs and the operational pressure this placed on service planning and delivery.
- Voids performance was reviewed at a high level, with members noting the importance of reducing delays, managing rent loss and maintaining appropriate oversight of improvement activity.
- Members considered general operational risks affecting repairs and maintenance, including capacity, complexity of works and dependency on wider landlord-managed processes.
- The Board supported continued focus on compliance assurance, service improvement, resident experience and the appropriate governance route for any additional operational capacity.

Decision: The Board noted the public overview and supported continued oversight of compliance, repairs performance, void reduction and service improvement activity.

Resident feedback

The Board discussed ways to strengthen resident feedback after service interactions and to improve how feedback is gathered, reviewed and used to inform service improvement. Members noted that any approach must remain accessible, proportionate and compliant with data protection and procurement requirements. Detailed system options, supplier considerations and implementation arrangements are retained within the confidential corporate record.

Decision: The Board approved further development of a proportionate resident feedback approach, subject to appropriate data protection, procurement and governance controls.

9. Governance Reports

The Board noted that a range of governance documents had been updated or created, including policies and guidance covering Board and staff structures, conduct, governance,

continuity arrangements, delegated authority and Board responsibilities. Members requested additional time to review the documents.

Decision: Formal approval was deferred to the September 2026 meeting.

10. Conference Learning and Sector Updates

The Board received a general learning update from recent sector conference sessions. The discussion focused on themes relevant to governance, compliance, resident engagement, transparency, safety, risk management and service improvement. Individual attendee details, provider commentary, commercially sensitive observations and detailed operational matters have been removed from this public record.

- Members noted the importance of maintaining clear evidence, proportionate assurance and appropriate escalation routes in relation to safety and compliance matters.
- The Board discussed general risk, governance and assurance themes and noted that detailed operational controls would remain within confidential records where appropriate.
- Members considered the importance of evidencing the organisation's contribution to wider housing management, resident involvement and regulatory expectations.
- The Board noted the need to continue using accessible and respectful resident communication, including clear explanations of TMO and landlord responsibilities.
- Members noted the importance of clear records, proportionate information sharing and protecting personal, confidential and commercially sensitive information.
- The Board noted that relevant learning would be considered through future governance, engagement and service improvement work.

Decision: The Board noted the learning update and agreed that relevant themes would inform future governance, resident engagement and service improvement activity.

11. Chief Officer's Report

The Board noted the circulated report and its strengthened evidence against governance and regulatory expectations. Members emphasised the importance of demonstrating how resident feedback reaches the Board, informs action and is communicated back to residents.

12. Any Other Business

Antisocial behaviour and estate safety

The Board noted increased concern about antisocial behaviour in part of the local area and that a multi-agency response was being developed. Residents and Board members were encouraged to report incidents through the appropriate official channels and provide factual information where safe to do so.

Decision: Witnesses should report incidents to the appropriate authority and provide a factual statement where requested.

Future meeting arrangements

Members discussed changing meeting days to improve accessibility around work, study and other commitments. Wider availability would be checked before a final decision.

Decision: Revised meeting arrangements will be consulted on and returned to the Board for approval.

13. Future Meetings

Future meeting dates were discussed. As dates may change, current details should be obtained directly from the TMO's published meeting information. Individual briefing arrangements have been omitted from the public record.

14. Meeting Close

The Chair closed the meeting at 7.22pm and thanked members for their attendance and contributions.

Public Decisions and Actions

Action	Status
Progress approved governance arrangements and report through the Board's governance process.	Open
Complete year-end governance requirements and arrange Board consideration.	In progress
Develop a proportionate resident feedback approach through approved governance arrangements.	New
Continue repairs service oversight and report progress through the appropriate governance route.	In progress
Progress agreed service planning through the appropriate governance route.	In progress
Record and consider relevant conference learning through future governance, resident engagement and service improvement work.	Extended
Support review of governance documents and present outstanding policy updates.	Open
Explain TMO and landlord responsibilities in resident communications.	New
Develop accessible resident consultation proposals to support future organisational planning.	New
Gather general evidence to support future governance and service improvement reporting.	New
Continue signposting estate matters through approved reporting channels.	Ongoing
Consult members on meeting arrangements and return a proposal for approval.	New

Publication and Data Protection Note

This version has been prepared for publication. It removes or generalises personal data, attendance details, signatures, exact financial balances, banking and supplier information, complaint detail, individual circumstances, detailed operational security information, and material that could identify residents, staff, Board members or third parties. The complete approved record will be securely retained with access limited in accordance with the organisation's data protection, confidentiality and records management arrangements.