
Notice of Meeting

Meeting: Members' Forum
Date: Thursday 16 May 2019
Time: 6.15pm – 8.30 pm
Venue: Royal Scot House, 99 Station Road, Didcot, Oxon, OX11 7NN

Members:

Aurora Acone	Patricia Langford
Trevor Brewerton	Richard Mandunya
Jennifer Britton	Gerald Prior
Margaret Buckell	Paul Revell
Vanessa Churchward	John Smelt
Bertie Doy	Sue Such
Sean Godfrey	David Wilkins
Peter Haynes	Deborah Wills
Val Kir	

Apologies:

Papers also sent to:

Kate Wareing, Chief Executive
Maureen Adams, Director of Customer Services and Operations
Nasreen Hussain, Director of Finance and Resources
Steve Lynch, Director of Property and Development
Lee Hayward, Assistant Director of Customer Services
Craig Dransfield, Head of Development
Jude McCaffrey, Head of Housing
Mark Richardson, Head of Finance
Richard Smith, Head of Asset Management

Other Information:

A buffet and refreshments will be available from 5.45pm. If you have any specific dietary needs, please tell **Chelsea Sleep** 5 working days before the meeting on **01235 515900** or **csleep@soha.co.uk**

If you have any mobility or access needs, please let us know before the meeting and we will assist you in any way we can.

Apologies:

If you **can't attend**, please give your apologies to Chelsea Sleep.

Papers dispatched on Thursday 9 May 2019, **please bring them to the meeting.**

Agenda

- 1. Election of Chair of the Members' Forum**
- 2. Election of Vice-Chair of the Members' Forum**
- 3. Election of Co-optees**
Edwina Lamond & Victor Breach
- 4. Apologies of absence**
- 5. Approval of Minutes** *[papers attached]*
To consider the minutes of the Tenants' Forum held on 21 February 2019 and authorise the Chair to sign them as a correct record
- 6. Matters Arising**
To note and consider any issues from previous meetings, not covered on the agenda
- 7. Chief Executive's Update** *[verbal update]*
By Kate Wareing
Kate will update Forum members on Soha's performance and issues impacting on the organisation.
- 8. Services Strategy** *[for discussion]*
By Maureen Adams
- 9. Portfolio Holders** *[for discussion]*
By Chelsea Sleep
To discuss who would like to hold which portfolio. Portfolio is an area of special interest e.g. repairs
- 10. Resident Engagement Incentives & Exclusions Policy and Procedure**
By Andrea Bain
To discuss revisions to how we pay expenses and provide some financial reward to involved residents
- 11. Customer Services and Operations Balanced Scorecard Quarter 4**
By Maureen Adams
To hear about and discuss Soha's performance up until the end of March 2019
- 12. STAR Resident Satisfaction report**
By Maureen Adams
To hear about and discuss the most recent results from our resident satisfaction survey
- 13. Any Other Business**

To consider, at the Chair's discretion, any other business not covered as part of the agenda. (All items should be given to the Chair of the Forum five working days before the meeting.)