

CHARNWOOD NEIGHBOURHOOD HOUSING LTD

OPEN BOARD MEETINGS AND QUESTIONS POLICY



www.cnh.org.uk

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Introduction

CNH wishes to encourage openness in its proceedings and is committed to making its Board meetings accessible to people who use its services. As part of this commitment, the Company's Board has decided to hold Open Board Meetings.

About CNH Board Meetings

Meetings are normally held at the Company's Head Office at Charnwood Borough Council Offices, Southfield Road, Loughborough. Notice of the Board Meeting scheduled for the year will be posted on the Company's website – www.cnh.org.uk

All Board meetings start at 6.00pm and aim to finish at about 9.00pm. For security reasons the Company regrets latecomers will not be admitted.

Board Meetings are normally held at the Company's Head Office.

The Board wish to make the meetings as open to all as possible. We are able to accommodate up to 10 members of the public. Prior notice of attendance is required.

Sometimes the venue may change to accommodate a large number of attendees and anyone wishing to attend is advised to check the venue on the notices posted on the website before each meeting.

A copy of the agenda will be posted on CNH's website – www.cnh.org.uk one week in advance of the meeting (Please note that the agenda may be subject to change following publication). Hard copies of the agenda are available on request at the Company's Head Office.

From 01 December 2009, all non-exempt Board reports will be posted onto the website and available on request.

The agenda and papers can be made available in another format, such as large print or another language on request.

Members of the public will not be able to attend any parts of the meeting that deal with confidential items (see **Exempt items** below) but normally there will be items of Company's business which members of the public may observe. Agendas are normally structured so that any exempt items appear at the end.

Attending a Board Meeting

Anyone wishing to attend the Company's Board meetings should give at least two working days prior notification to either:

The Governance Officer
Charnwood Neighbourhood Housing Limited
PO Box 8749
Southfield Road
Loughborough
LE11 9EF
Or by Email to governance@cnh.org.uk
Or Telephone 01509 634666

Anyone requiring help or having any disability which causes difficulties for them attending the meeting please advise us prior to your attendance to enable us to make the appropriate arrangements, such as disabled access, hearing loop, agenda printed in a different format or language, translation facilities, where possible.

Attendance at Committee Meetings

Meetings of committees of the Board are not open to members of the public.

Questions to the Board

In order to ensure the correct regulation of the meeting, that Agenda items are properly dealt with and that the relevant officer is in attendance to deal with enquiries anyone wishing to ask a question must follow the procedure below:

- a. A question may only be asked if prior notice has been given, by mail or writing no later than two working days prior to the meeting. Please use **Form A** attached. Notice of questions should be addressed to the Board and sent to the Governance Officer at the address/email given above. If anyone has any difficulty presenting a written question they may speak to the Governance Officer who will complete the details for them over the telephone.
- b. Form A should set out clearly the name and address of the person asking the question. Please also insert the reference or the name of the person to whom the question is put, where known.
- c. A limit of two questions per meeting per person or organisation shall operate. Certain questions, may, at the Chair's discretion be excluded. If excluded, reasons will be given at the meeting which may include questions which are defamatory, frivolous, offensive, relates to matters outside of the Company's business, is substantially the same question that has been previously put, requires the disclosure of confidential or exempt information or relates

- to matters that are currently the subject of potential or actual legal proceedings in any courts and finally that relate to individual employees of the Company.
- d. The requirements of the Data Protection Act 1998 must be adhered to.
 - e. All questions shall be recorded.
 - f. If the person presenting the question has indicated on the Form that they are not attending the meeting a written response will be sent to them and recorded in the minutes.

Exempt and Non Exempt Items

Some items on the Agenda can be discussed in public but some may not. The Agenda will make clear which items are open to the public (non exempt) and which are not (exempt). In either event specific details of individual tenants or tenancies will not be discussed.

The Chair will announce which items are exempt/non exempt at the commencement of the meeting and the Agenda will also reflect this. Examples of Non Exempt items:

- Day to day housing repairs
- Major works to housing stock
- Planned and cyclical maintenance schemes
- Rent collection and prevention of rent arrears
- Tenancy issues such as anti-social behaviour
- Management of Council estates
- Lifeline and Care Services for Older People
- Performance Report
- Tenancy Support Services for People with Special Needs
- Year end financial statements

Examples of Exempt items:

- Items or information relating to individuals
- Items or information likely to reveal an individual's identity
- Items relating to finance of the company, including commercially sensitive information or the business or financial affairs of a particular person.
- Items or information relating to employees of the company or matters relating to their employment contracts
- Items or information to which attaches legal professional privilege
- Items or information which are subject to confidentiality
- Items or information relating to matters of national security

At The Meeting

All Board meetings start at 6.00pm and aim to finish at about 9.00pm. For security reasons the Company regrets latecomers will not be admitted.

Members of the public are attending the meeting as observers only; they will not be allowed to speak or contribute to any of the discussions at the meeting.

If a member of the public tries to disrupt proceedings at the Board meeting he/she will be asked to leave the meeting immediately.

If during the meeting a member of the public wishes to leave the meeting, he/she should leave quietly with minimum disruption to the meeting.

All electronic equipment including mobile phones, PDAs etc must be turned off during the meeting. Recording equipment is not permitted.

After the meeting

Approved minutes of the meeting will be published on CNH's website. These will not include any confidential items.

Form A : Question to the Board of Charnwood Neighbourhood Housing

To: The Board of Charnwood Neighbourhood Housing Ltd

Reference:

(insert who you would like to answer your query if known)

Your name:

Address:

Telephone Contact Number:

Email Address:

Question (attach a separate sheet of paper if you run out of space):

Are you attending the Board meeting?

Yes/No (delete as appropriate)

If you indicate you are not attending the meeting a written response will be sent to you.

Once complete this form can be posted to:

The Governance Officer
Charnwood Neighbourhood Housing Limited
PO Box 8749
Southfield Road
Loughborough
LE11 9EF

Or emailed to: governance@cnh.org.uk

If you have difficulty completing a written question this form can be completed on your behalf over the telephone. If you require this facility please telephone 01509 634666 and ask to speak to the Governance Officer.

Charnwood Neighbourhood Housing Limited
Po Box 8749, Council Offices
Loughborough LE11 9EF

Web: www.cnh.org.uk
General Tel: 01509 634666
General e-mail: info@cnh.org.uk

English

If you would like a copy of this document in another language, in large print, Braille or on audio tape, please phone us on 01509 634666.

Arabic

إذا كنت تريد نسخة من هذه الوثيقة مكتوبة بلغة أخرى أو مطبوعة بأحرف كبيرة الحجم أو على شكل بريل أو على شكل شريط صوتي، نرجو منك الاتصال على هاتف رقم 01509 634666

Bengali

আপনি এসব তথ্যাদি অন্য কোন ভাষায়, বড়-ছাপায়, ব্রেইলে বা অডিও টেইপে চাইলে, দয়া করে আমাদেরকে ফোন করুন এ নাম্বারে: 01509 634666

Chinese

如欲索取這份文件的另一種語言、大字體印刷、盲人點字或錄音帶版本，請致電 01509 634666 與我們聯絡。

Gujarati

જો તમને આ દસ્તવેજની નકલ બીજી કોઈ ભાષામાં, મોટા અક્ષરોમાં છાપેલી, બ્રેઈલ (અંધલિપિ)માં અથવા ઓડિયો ટેપ પર જોઈતી હોય તો કૃપા કરીને અમને 01509 634666 પર ફોન કરો.

Hindi

अगर आपको इस बयान की प्रति किसी दूसरी भाषा, बड़े अक्षरों वाली छपाई, ब्रेल या ऑडियो टेप के रूप में चाहिये, तो कृपया हमें इस नंबर पर टेलिफोन कीजिये 01509 634666

Polish

Jeśli chcieliby Państwo otrzymać ten dokument w innym języku, w wersji dużym drukiem, w alfabecie Braille'a lub na taśmie audio, prosimy o kontakt pod numerem 01509 634666.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਨਕਲ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ, ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਅਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਦੇ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਸਾਨੂੰ 01509 634666 ਤੇ ਫੋਨ ਕਰੋ ਜੀ

Vat Registration Number: 916 9400 18
Company Registration Number: 6174003
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