

**Minutes of the joint special meeting of the Boards of
Rooftop Housing Group Limited and
Rooftop Housing Association Limited
held at 2.30 pm on Thursday 13 June 2024
at 70 High Street, Evesham**

Members present:	Sally Higham (Chair)	Boris Worrall	Group Chief Executive (GCE)
	Colum Goodchild (Vice Chair and Senior Independent Director) (CG)	Sam Morgan	Executive Director - Resources (EDR)
	Claire-Elaine Arthurs Payne (CEAP)	Rebecca Pitt	Executive Director - Investment (EDI)
	Lenna Cumberbatch-Nichols (LCN)	Caroline Allen	Head of Governance (HoG)
	Wayne Harris (WH)	Andrew Ledger	Head of Risk and Assurance (HoRA)
	Myron Hrycyk (MH)		
	Jonathan Wallbank (JW)		
		Amy Clements	Governance Officer (GO) (minutes)

Action

3609 Apologies for absence

There were apologies for absence received from Tessa Rollings (TR) and Daisy Halford (DEH).

3610 Declarations of interest

There were no declarations made. Where members served on other bodies, their declaration of interest was taken as read.

3611 The Crown Inn, Powick

There was a discussion held on the scheme.

RHG and RHA: It was **RESOLVED** that the revised total scheme cost and related accounting treatment be approved.

3612 Any other business

The HoG advised that full compliance had now been achieved in the self-assessment against the Housing Ombudsman's (HO) Complaint Handling Code as the three requirements which were marked as partially met at the 22 May board meeting had now been completed. It was noted that the Member Responsible for Complaints (MRC) had scrutinised the self-assessment and was satisfied with the submission.

She reported that the HO had recommended that the Statement which was published with the annual self-assessment should specifically mention the involvement of the MRC. The Statement had been amended prior to publication and agreed with the MRC.

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CHAIR

The following was proposed as an amendment to the Statement previously approved at the Joint meeting of the Boards on 22 May 2024:

“As a local housing association, we really care about our customers and the community and aim to create a culture where Rooftop is fair, puts things right and learns from complaints. Our previous approach to complaints management was not good enough and we want to apologise to those customers who had to wait too long for issues to be resolved, or who didn’t get the service that they should have done. We fully accept that major improvement was needed and have worked hard to ensure real change took place. In March 2024, a new centralised Complaints team went live and there is early evidence of improvement. As the Board of Rooftop Housing Group, we will continue to work with colleagues to champion the customer and push the organisation to improve all aspects of what we do.

The Member Responsible for Complaints (“the MRC”) has scrutinised and challenged our self-assessment against the Housing Ombudsman’s Complaint Handling Code and has given his assurance that it is a true reflection of our handling of complaints. The full self-assessment is available to view on our website”.

RHG: It was **RESOLVED** that the revised Statement for publication be approved.

There being no other business the meeting closed at 2.55 pm.