

HOUSING OPERATIONS BOARD
WEDNESDAY, 31ST JULY, 2024 AT 6.00 PM IN COMMITTEE ROOM 1 - CHANTRIES,
MILLMEAD HOUSE, MILLMEAD, GUILDFORD, SURREY GU2 4BB

Members (Councillors):

Councillor Julia McShane, Leader of the Council (Chair)
Councillor Bilal Akhtar
Councillor Philip Brooker
Councillor Amanda Creese
Councillor Vanessa King
Councillor Maddy Redpath

Members: (TEG Representatives):

Dale Askew
Patricia Ayling
Pat Conroy
Alan Wood

Officers:

Julian Higson, Joint Strategic Director, Housing and Environment
Annalisa Howson, Assistant Director for Housing
Siobhan Kennedy, Homelessness, Advice & Allocations Lead
Meena Lota, Housing Insight and Improvement Senior Specialist
Hazel Craig-Waller, Projects Officer – Housing Insight & Improvement Specialist
Gavin Luke-Deschanel, Complaints Resolution Officer
Lisa Holt, Performance & Insight Officer
John Armstrong, Democratic Services & Elections Manager

A G E N D A

1. **INTRODUCTIONS**
2. **APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTES**
3. **TERMS OF REFERENCE (Pages 3 - 6)**
4. **INTRODUCTION TO THE HOUSING SERVICES - VERBAL/PRESENTATION**
5. **GUILDFORD BOROUGH COUNCIL - HOUSING OMBUDSMAN ANNUAL SELF-ASSESSMENT AGAINST THEIR COMPLAINT HANDLING CODE (Pages 7 - 50)**
6. **HOUSING SERVICES COMPLAINTS HANDLING PERFORMANCE 2023-24 (Pages 51 - 56)**
7. **FORWARD PLAN - DRAFT (Pages 57 - 58)**
8. **DATE OF NEXT MEETING**