

FIRST CHOICE HOMES OLDHAM

Saddleworth & Lees Local Board

Meeting to be held on

**Wednesday 22 June 2005, 7.00pm
at Uppermill Civic Hall.**

AGENDA

- 1. WELCOME, INTRODUCTIONS AND APOLOGIES**
- 2. ANY ITEMS OF URGENT BUSINESS INTRODUCED BY THE CHAIR**
- 3. TO RECEIVE DECLARATIONS OF INTEREST IN ANY CONTRACT OR MATTER TO BE DISCUSSED AT THE MEETING.**
- 4. TO APPROVE THE MINUTES OF THE MEETING HELD ON 25 MAY 2005** *(attached)*
- 5. PUBLIC QUESTION TIME**
- 6. LOCAL BOARD FUNCTIONS & POWERS**
Enlighten Consultants to attend.
- 7. DRAFT CUSTOMER CARE REPORT** *(attached)*
For comment
- 8. SERVICE IMPROVEMENT BUDGET**
Further to the meeting of the Board held on 25 May 2005, the Board is asked to identify their priorities for service improvements.
- 9. FCHO PROGRESS**
Dave Smith, Director of Development & Finance to attend
- 10. DRAFT CUSTOMER CARE REPORT** *(attached)*
For comment.
- 11. PREPARATION FOR AUDIT COMMISSION INSPECTION**
Andy Collins, Policy & Performance Officer to attend.
- 12. PERFORMANCE MANAGEMENT STATISTICS**
- 13. LETTINGS POLICY**
Bryan Elliot, Area Service Manager, Failsworth & Hollinwood to attend.

14. DATE & TIME OF NEXT MEETING

Wednesday 3 August 2005 at Old Mill House.