SOUTHERN SHELTERED HOUSING JOINT BOARD

ORDINARY BOARD MEETING

28TH MARCH 2022

AGENDA – OPEN SESSION

Item Number	Item	Action Required
1.	**OPENING OF THE MEETING**	
1.1	Welcome, Apologies & Declarations	As required by Board members
2.	**MINUTES**	
2.1	Minutes of the Ordinary Meeting held on the 28th February 2022	For Board approval
3.	**MATTERS ARISING - None**	
4.	**MOTIONS – None**	
5.	**FINANCE**	
5.1	Invoices for payment in March 2022	For Board approval
6.	**HEALTH, SAFETY & ENVIRONMENTAL PERFORMANCE**	

6.1	Projects Update	For noting
7.	**PUBLIC CORRESPONDENCE & COMMUNICATIONS - None**	
8.	**POLICY & RESOURCES**	
8.1	Privacy Policy	For Board approval
8.2	Complaints Policy & Procedure	For Board approval
8.3	Verbal Item – Local Area Coordinator Rep to be appointed	For Board discussion & decision
8.4	Meeting dates 2022	For Board discussion
9.	**PUBLIC CONSULTATIONS - None**	
10	**ANY OTHER BUSINESS OF AN URGENT NATURE (BY PERMISSION OF THE CHAIR)**	

Item 5.1

SOUTHERN SHELTERED HOUSING JOINT BOARD - Invoices to be paid in March 2022

Date	Inv #	Supplier	Details	Housing	Net (£)	VAT (£)	Total Cost (£)	NL Code
21/02/2022	28526	4Ts Window Cleaners	MC/CV/RyC - £175 and MHC - £110 - windows cleaned	MC/CV/RyC/MHC	285.00	0.00	285.00	5240
14/02/2022	INV-1013	Adorn Leasing Limited	Monitoring charges for RyC for 3 mths from 14.02 - 13.05.22	RyC	1,521.00	304.20	1,825.20	5120
14/02/2022	INV-1014	Adorn Leasing Limited	Monitoring charges for MC for 3 mths from 14.02 - 13.05.22	MC/CV/RyC/MHC	916.50	183.30	1,099.80	5120
14/02/2022	INV-1016	Adorn Leasing Limited	Monitoring charges for CV for 3 mths from 26.02 - 25.05.22	CV	234.00	46.80	280.80	5120
19/02/2022		Andrew McEwan	Maintenance and repairs at RyC and MHC	RyC and MHC	355.00	0.00	355.00	5000
01/01/2022	31828	Baker Tilly	Audit of financial statements for year ended 31.03.21		7,007.58	1,401.52	8,409.10	5170
16/02/2022	49258	Cleervu Ariel Specialists Ltd	New aerial head fitted to mast transmitter		120.73	24.15	144.88	5240
25/02/2022	433770	DEFA	RyC woodchip deliveries 25/01 to 22/02/22 - woodchip mass	RyC	3,312.96	288.05	3,601.01	5160
17/02/2022	1249475	ELLAN VANNIN FUELS	SF - burning oil delivery	SF	756.86	37.84	794.70	5160
24/02/2022	1250057	ELLAN VANNIN FUELS	SF - burning oil delivery	SF	1,093.75	54.69	1,148.44	5160
03/03/2022	1250868	ELLAN VANNIN FUELS	SF - burning oil delivery	SF	1,096.25	54.81	1,151.06	5160
04/03/2022	43211	Express Fixtures & Fittings Ltd	20 Rose fixing screws		50.00	10.00	60.00	5000
28/02/2022	38111	Garage Door & Gate Automation Company	CV - callout, adjust latch settings and increase closing for	CV	60.00	12.00	72.00	5000
14/03/2022	2075	Heattech Ltd	RyC Phase 3 boiler room - strip down boiler with Vulcan Engi	RyC	132.50	6.63	139.13	5000
14/03/2022	2074	Heattech Ltd	39 and 41 MC - remove & dispose bathroom flooring, fit non s	MC	481.00	24.05	505.05	5000
14/03/2022	2076	Heattech Ltd	60, 69 & 66 RyC - change toilet seats in Phase 3	RyC	258.00	12.90	270.90	5000
11/02/2022	0001/00003416	J Qualtrough & Co	2 x 3" tubular latch nickel TL4/BP		3.94	0.79	4.73	5000
31/01/2022	21/4291	Liftmann	RyC - visit 1 of 2 - service to curved stairlift	RyC	82.00	16.40	98.40	5240
28/02/2022	21/4363	Liftmann	MHC - supply and fit x2 16W maintained emergency light fitti	MHC	522.00	104.40	626.40	5240
25/02/2022	961563381	Manx Gas	MC - gas bill 27/01 - 25/02/22	MC	6,198.85	1,239.77	7,438.62	5160
25/02/2022	961563379	Manx Gas	CV - gas bill 27/01 - 25/02/22	CV	2,290.31	458.06	2,748.37	5160
25/02/2022	961563380	Manx Gas	RyC - gas bill 27/01 - 25/02/22	RyC	2,205.45	441.09	2,646.54	5160
01/03/2022	15873401	Manx Telecom	SF - line rental 01/03 - 31/03/22	SF	187.86	37.57	225.43	5200
21/02/2022	U1943119	Manx Utilities	71 RyC - electricity 10/01 - 17/02/22	RyC	11.07	0.55	11.62	5160
23/02/2022	1051/33408	MC Locksmith	34 RyC - Hoppe Paris level on place oval handle, union sash	RyC	71.66	14.33	85.99	5000
03/03/2022	1051/33499	MC Locksmith	53 MC - locksmith service to fit oval cylinder on store room	MC	99.50	19.90	119.40	5000
01/03/2022	16740	Orb Limited	IOM payroll for February 2022		51.00	10.20	61.20	5220
02/03/2022	55001	Quine & Cubbon	200 x numbered parking permits		36.40	7.28	43.68	5150
01/01/2022	10279	Reliance Security	MC - programme door access fob for Block 32 and main buildin	MC	45.00	9.00	54.00	5000
15/02/2022	145681	Stewart Clague Services	58 MC - carry out electrical installation, condition report	MC	179.44	35.89	215.33	5000
17/02/2022	145717	Stewart Clague Services	62 RyC - investigate fault with shaver light, replace	RyC	229.15	45.83	274.98	5000
28/02/2022	145958	Stewart Clague Services	CV, MC, RyC - carry out electrical defect repairs	CV, MC and RyC	2,937.23	587.45	3,524.68	5000
10/03/2022	146154	Stewart Clague Services	4 CV - replace and test faulty light	CV	115.65	23.13	138.78	5000
24/02/2022	2200033736	St John Ambulance	First aid at work course for wardens - J Kneale and T Kneale		218.00	43.60	261.60	5270
01/01/2022	010042	Suntera Global	Accounts fees to 31.03.21		1,350.00	270.00	1,620.00	5180
27/02/2022	2316	Terry Crook	MC Block 29, RyC Phase 1 and 2, CV and MHC - storm damage	MC, CV and RyC	1,071.00	214.20	1,285.20	5000
				Sub total page 1	35,669.15	6,056.87	41,726.02	

Date	Inv #	Supplier	Details	Housing	Net (£)	VAT (£)	Total Cost (£)	NL Code
10/02/2022	9889	Test & Maintenance Services Ltd	SF and MHC - monthly fire alarm test	SF and MHC	82.50	16.50	99.00	5240
16/02/2022	9911	Test & Maintenance Services Ltd	10 MHC - investigate smell of burning door chime, replace	MHC	144.66	28.93	173.59	5000
16/02/2022	9912	Test & Maintenance Services Ltd	19 MHC - carry out repairs to sockets	MHC	93.75	18.75	112.50	5000
02/03/2022	9972	Test & Maintenance Services Ltd	SF and MHC - monthly fire alarm test	SF and MHC	82.50	16.50	99.00	5240
08/03/2022	9998	Test & Maintenance Services Ltd	11 SF - trace and rectify fault on extractor fan in bathroom	SF	361.18	72.24	433.42	5000
01/03/2022	1199	TopCare Nursing Agency	RyC - supply of warden for 8 hours	RyC	192.00	0.00	192.00	5110
28/02/2022	94092	Unique Fire Protection	RyC - service extinguishers	RyC	80.60	16.12	96.72	5240
28/02/2022	94093	Unique Fire Protection	MHC - service extinguishers	MHC	82.35	16.47	98.82	5240
02/03/2022	3096	WINDOW MAINTENANCE SERVICES	MC 48-51 - release jammed sash and replace	MC	68.00	13.60	81.60	5000
23/02/2022	050IN157624	Yesss Electrical	Bardic call point cover		3.45	0.69	4.14	5000
				Sub total page 2	1,108.49	183.30	1,291.79	
				Total	**36,777.64**	**6,240.17**	**43,017.81**	

Breakdown by type of expense

Nominal code	Nominal description	Amount (£)
5000	Repairs and renewals	£7,910.42
5110	Wages	£192.00
5120	Personal alarms	£3,205.80
5150	Printing and stationary	£43.68
5160	Heat and light	£19,540.36
5170	Audit fees	£8,409.10
5180	Accountancy fees	£1,620.00
5200	Telephone	£225.43
5220	Admin charge	£61.20
5240	Community reserve expense	£1,548.22
5270	Miscellaneous	£261.60
	Total	**£43,017.81**

Breakdown of invoices to be paid by supplier

Supplier	Amount (£)
4Ts Window Cleaners	£285.00
Adorn Leasing Limited	£3,205.80
Andrew McEwan	£355.00
Baker Tilly	£8,409.10
Cleervu Ariel Specialists Ltd	£144.88
DEFA	£3,601.01
ELLAN VANNIN FUELS	£3,094.20
Express Fixtures & Fittings Ltd	£60.00
Garage Door & Gate Automation Company	£72.00
Heattech Ltd	£915.08
J Qualtrough & Co	£4.73
Liftmann	£724.80
Manx Gas	£12,833.53
Manx Telecom	£225.43
Manx Utilities	£11.62
MC Locksmith	£205.39
Orb Limited	£61.20
Quine & Cubbon	£43.68
Reliance Security	£54.00
St John Ambulance	£261.60
Stewart Clague Services	£4,153.77
Suntera Global	£1,620.00
Terry Crook	£1,285.20
Test & Maintenance Services Ltd	£917.51
TopCare Nursing Agency	£192.00
Unique Fire Protection	£195.54
WINDOW MAINTENANCE SERVICES	£81.60
Yesss Electrical	£4.14
Total	**£43,017.81**

Item 6.1

SOUTHERN SHELTERED HOUSING JOINT BOARD

PROJECTS UPDATE

Mill Hope & Sandfield Boilers

Discussions are ongoing with the consultants and Central Housing.

Reayrt y Chrink – Flats 1&3

Following meetings with Occupational Health and the proposed tenants, amended plans are awaited for approval.

Warden call systems

Investigations to replacement call systems are on going. The contractor carrying out repair works at RYC & MC are experiencing a delay in receiving materials (replacement room units). Mill Hope residents have been provided with alternative pendants to trial.

Parking Order

The Order is being advertised for comment, subject to not receiving an influx of objections, it will be implemented shortly. An application form to apply has been produced in line with applying for Government permits. A letter will be sent to all tenants where the Order will be in place to advise of the process to apply and the Wardens will be fully briefed and supplied with application forms.

Item 8.1

SOUTHERN SHELTERED HOUSING JOINT BOARD

PRIVACY POLICY

Privacy

This Privacy Notice explains who we are, how to contact us, when we collect personal data, how we use that data, how long we may keep that data and your rights.

Who we are

Southern Sheltered Housing Joint Board ('the Board') are the controller for all personal data processed by the Administrators, staff or other appointed Officers.

The Board are constituted of a member from each Southern Local Authority (Malew, Castletown, Rushen & Arbory, Port Erin & Port St Mary) with specific duties and responsibilities under the Freedom of Information Act 2015, the Data Protection Act 2018, and connected data protection legislation.

Contact us

Contact details for the Board are provided at the foot of this document. The Board also have a designated **Data Protection Officer** (DPO). If you wish to contact the DPO directly you can write to our appointed DPO at Alexander Elliott, Sovereign House, Douglas, Isle of Man, IM1 2SD.

Our approach to personal data

We respect an individual's fundamental right to privacy. In general, the Board endeavour to be open and transparent with individuals when processing their personal data. However, in some limited exceptions, for example when investigating an allegation, it is not possible to do so.

Collection and use of personal data

The Board process personal data for the following purposes:-

- staff administration
- accounts and records
- as part of the registration process by organisations

- Administration Public Sector Sheltered Housing
- Administration of Statutory functions
- when complaints or enquiries are made to the Board
- for the purpose of correspondence, for example the issuing of newsletters
- when making enquires or undertaking investigations in accordance with statutory functions and duties

Detailed information about our statutory functions can be found on the website.

Disclosure of personal data

In most circumstances we will not disclose personal data without your prior knowledge. However, when we investigate a complaint, for example, we may need to share personal information with other relevant bodies.

Complaints about our processing

The Board seek to meet the highest standards when collecting and using personal data. If you think that our collection or use of your personal data is unfair, misleading or inappropriate, please bring your concern to our attention. We would also welcome any suggestions for improving our procedures.

Your Rights

Right of access to personal information

The Board will provide any individual with access to their personal data upon request, unless, and to the extent necessary, that the right of access is restricted.

Other rights

If we do hold information about you, you can ask us to correct any mistakes. You also have the right, subject to any statutory limitations, to object to processing, to erasure or restriction of processing, and to data portability. No automated decisions, or profiling, are undertaken by the Board.

Please contact the DPO or Contact the Administrators' Office to exercise any of your rights. We may require additional information in order to identify you or the information you seek.

Website and cookies

Cookies are small computer files that are used to track your use of a website. The Boards' website, www.sshjb.im, uses cookies.

Links to other websites

This privacy notice does not cover the links to other websites within this site. We encourage you to read the privacy statements on other websites you visit.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last reviewed on 28th March 2022.

Contact Details;

The Clerk
Town Hall
Port St Mary
Isle of Man
IM9 5DA

Tel: 01624 832101
E-mail: clerk@portstmary.gov.im

Item 8.2

SOUTHERN SHELTERED HOUSING JOINT BOARD

COMPLAINTS POLICY

SOUTHERN SHELTERED HOUSING JOINT BOARD

Complaints Policy & Procedure

A complaint is:
"Any expression of dissatisfaction from, or on behalf of, a customer, whether oral or written and whether justified or not."

Explaining the complaints process to complainants

A copy of the attached leaflet, explaining the complaints procedure must be given to any complainant who requests it and to any complainant with the acknowledgement letter.

What do we do if we receive a complaint?

Receiving a complaint

All complaints, whether they are oral or written, must be referred immediately to the Clerk, even if the complaint has already been resolved by an apology.

Any oral or written statement made by a complainant, which might be considered as a complaint, must be referred to The Clerk so that it can be determined as to whether is a complaint or not.

It is the Boards' policy to treat all complaints, whether justified or not, according to the Complaints Procedures.

Record Keeping

An entry of each complaint received will be made within the Complaints Register, which will be updated at each appropriate stage of handling. The Administrative Authority will be responsible for retaining a record of each complaint received for at least 3 years from the date the complaint is received.

What if the complaint is about another person/firm/Government department?

If we receive a complaint that is not about us, or our services, and assuming that we can identify the "person" to whom the complaint should be addressed, we will carry out the following action:

- We will write/email to the "person" concerned, explain that we believe the complaint to be theirs and suggest that they contact the complainant directly
- We will enclose a copy of the original complaint letter
- We will write to the complainant giving contact details of the "person" and invite the complainant to get in touch. We will enclose a copy of our letter to the "person".
- We will copy the new "person" in on this letter as well.

Acknowledging a complaint

In relation to all written complaints the complaint will be acknowledged in writing by the Clerk promptly. A minimum of an acknowledgement must be sent within 5 days of receiving the complaint.
In relation to oral complaints, the Clerk will acknowledge the complaint in writing promptly setting out (his/her) understanding of the complaint and inviting the complainant to confirm in writing the accuracy of that statement.

The acknowledgment letter will outline the result of the investigation if this has been completed. A copy of our complaints procedure leaflet will be enclosed with the acknowledgment letter.

If the investigation has not been completed, the acknowledgement letter will confirm that the Clerk will provide the complainant with a further reply within 15 days.

If the investigation is not concluded within 28 days, the Clerk will write to the complainant informing him/her that the investigation is continuing and the reasons for the delay and when they expect to be able to contact the complainant again. In the case of a seriously complex complaint, which may involve the Board in discussions and negotiations with other parties, we will undertake to keep the complainant informed, at least on a monthly basis. In the event of the Board requiring further than 28 days to conclude the complaint, permission from the Tynwald Commissioner for Administration is required, the Commissioner will only extend to a maximum on 3 months and in exceptional circumstances, every effort must be made by the Authority to conclude the complaint within 28 days.

Investigating a complaint

Any investigation conducted will be fair, consistent, and will be dealt with promptly.

The Clerk will investigate all complaints and may, where appropriate, consult with the any member of staff/ other party* whose actions or omissions gave rise to the complaint.

If the Clerk is subject to the complaint, the investigation will then be conducted by a member of the Board.

The investigation will include a review of ANY relevant documents and may, where necessary, involve contact with third parties*, such as relevant service providers to obtain information.

Immediately on completion of the investigation the Clerk will write to the complainant notifying him of

- the outcome of the investigation;
- the nature and terms of any settlement

Closing a complaint

Where the Clerk receives confirmation from the complainant that they are satisfied with the findings and outcome of the investigation, and any resolution, the complaint will be considered to be closed.

Where no confirmation has been received from the complainant within 8 weeks of the most recent letter, the complaint will also be considered closed. However, under the concept of 'Treating Customers Fairly', should the complainant contact the Commissioners after 8 weeks, we will review any further correspondence accordingly.

Staff Understanding

ALL staff are to be given a copy of this document and are required to sign their acknowledgment of receipt, understanding and agreement to act within the requirements in all cases.

Where there is a need to contact third parties care must be taken to ensure any action is in accordance with the requirements of the Data Protection Act 2018.

SOUTHERN SHELTERED HOUSING JOINT BOARD

Complaints Policy & Procedure

Guidance & Information Leaflet

This leaflet explains our complaints procedure.

The Southern Sheltered Housing Joint Board aims to provide a high standard of service to everyone we deal with, and we will endeavour to respond to any enquiry or complaint with efficiency, courtesy and fairness. The feedback we receive from you will allow us to monitor our standard of service, learn from you what may have gone wrong and use the information to improve future services.

A complaint arises when we fail to meet one of our standards, or someone is dissatisfied with something we have done or failed to do.

We will, at all times, listen to your complaints, treat them seriously and learn from them so we can continuously improve our service. This policy covers complaints about:

- The standard of service you should expect from us
- The behaviour of our staff in delivering that service
- Any action, or lack of action, by our staff or others engaged on Board business.

This policy does not cover:

- Complaints about our policies or policy decisions
- Dissatisfaction or complaints about decisions made on individual cases, funding or requests for legal advice and assistance.
- Matters that have already been fully investigated through this policy
- Any anonymous complaints.

Should you need to make a complaint you can expect to be treated with discretion, courtesy, respect and fairness at all times. We expect that you will also treat any member of our staff, our Board or any independent person who is dealing with your complaint with the same discretion, courtesy, respect and fairness.

We will not tolerate threatening, abusive or unreasonable behaviour by any complainant.

How to Make a Complaint

You can register a complaint in person, by telephone or in writing. Complaints which are made anonymously will be considered carefully and action taken where it is deemed appropriate. In the first instance, please complain directly to the person you have been dealing with. We want complaints to be dealt with as quickly as possible, and most can be resolved immediately. If you wish to speak to someone else, or you are still dissatisfied, direct your complaint to the Clerk who will take a note of your complaint, investigate it and report back to you in writing within 28 working

days. If a detailed reply is not possible within that period, you will be contacted with an explanation and told when a full response will be given. It is expected that most issues will be settled by this stage.

To submit your complaint in writing to the Clerk please complete the form on the back of this leaflet and forward to the following address:
Port St Mary Commissioners, Town Hall, The Promenade, Port St Mary, Isle of Man, IM9 5DA.

Should you require assistance in completing the form, please do not hesitate to contact us.

Making a Complaint in Person

If a complainant visits the Town Hall and registers an enquiry or complaint in person, a member of the relevant team will be called to initially deal with the complaint. In our experience, most cases are resolved at that first contact. However, should further specialist knowledge be required, the Board will endeavour to provide an appropriate member of staff who is qualified to answer the enquiry or complaint at the time of the complainants first visit.

Making a Complaint by Telephone

If a complainant would like to make a complaint by telephone they should initially ask for the member of staff providing the service, if this employee is not immediately available and the complainant would like to deal with them directly, arrangements can be made for the call to be returned. If the complainant would be willing to raise their complaint with someone else, within the department they are dealing with, they can do so. However, if the complainant wishes to speak to a senior officer, they should ask for the Clerk who will then investigate the matter and provide a full response in writing, within 28 working days. If it is not possible to provide a detailed reply within this time the Clerk will make contact and provide an explanation and when a full response will be given. In the case of a seriously complex complaint, which may involve the Board in discussions and negotiations with other parties, we undertake to keep the complainant informed, on a monthly basis, at the very least. In order to extend the timeframe of conclusion beyond 28 days, the Authority must seek an extension from the Tynwald Commissioner for Administration, this extension can be no longer than 3 months and will only be given in exceptional circumstances.

Making a Complaint in Writing

If the Board receive an enquiry or complaint by letter or Email, a written acknowledgement will be sent to the complainant within 5 working days. The enquiry or complaint will then be dealt with urgently.

For ease, we have provided a complaints form within this leaflet, for complainants to complete and return to the Town Hall.

Procedure
Once we have received a complaint, we will endeavour firstly, to try to settle any concerns you have informally and quickly. Every complaint will be taken seriously and will be dealt with in the most appropriate manner.
There are three stages to our complaints procedure, as follows:-

Stage One:
Once you have made your complaint, we may request a meeting or some more information from you in order to complete the relevant investigation. If your complaint is about a particular incident we may also need to speak to any witnesses or those directly involved. The investigation will always be carried out by a person who is not party to the complaint.
We will consider your views and all the evidence we collect and let you know the outcome of our findings within 28 working days. If a resolution is likely to take longer than 28 days and an extension

from the Tynwald Commissioner for Administration is granted, you will be kept informed about the relevant delays and timescales.

Stage Two

If you are not completely satisfied with the outcome of stage one of our complaint process, you must let us know within 14 calendar days from receipt of the outcome. You must detail the full reasons for your continued dissatisfaction and let us have as much new or additional information as possible to enable us to carry out a further investigation. Any further investigation will be carried out by a person who has not had any involvement in stage one of the process.

We will re-consider your views, any previous evidence, any new evidence which has been presented and let you know the outcome within 28 calendar days. If a response will take longer than 28 days, you will be informed about the relevant delays and timescales.

Stage Three

Should you still be dissatisfied after the completion of the previous 2 steps, you should write to The Chairman of the Board within 14 calendar days of the date of the previous response. You must state the full reasons for your continued dissatisfaction and let us have as much new or additional information and evidence as possible to enable us to carry out a further investigation.
We will re-consider any further written representations, previous information, new evidence and let you know the outcome within 28 days. If a response will take longer than 28 days, you will be informed about the relevant delays and timescales.
The outcome of stage 3 is final and no further correspondence on the matter will be considered.

Further Information

If you not are satisfied with the final outcome of our investigation and wish to take this matter further please do not hesitate to take advantage of the Tynwald Commissioner for Administration Scheme, details of which can be found online at;
https://www.tynwald.org.im/about/TCA/Pages/default.aspx

Alternatively you may make contact with the Tynwald Commissioner for Administration direct at:
By email ombudsman@parliament.org.im
By post – Tynwald Commissioner for Administration, Office of the Clerk of Tynwald, Legislative Buildings, Finch Road, Douglas, Isle of Man, IM1 3PW

Please note that the Commissioner may only investigate a matter within 6 months of the decision being notified to the complainant.

Declaration

We are committed to equal opportunities and we try to make all our policies and procedures easy to use and accessible to all our customers and partners. If you need any reasonable adjustment to allow you to use this policy, please let us know and similarly if you need a response in a particular format, please let us know.

We will use the information you provide in accordance with the Data Protection Act 2018 for the purposes of dealing with your complaint. In order to deal with the matter effectively the information may be shared between different individuals within the Board and, if necessary, with relevant third parties. In such instances the Board will ensure that your personal data is processed in accordance with the Act and our Privacy Notice which can be viewed at:

Link to be included once uploaded

SOUTHERN SHELTERED HOUSING JOINT BOARD

Complaints Form

Please forward this form to the Clerk, Town Hall, The Promenade, Port St Mary, Isle of Man, IM9 5DA

Your name:

Address:

Postcode:

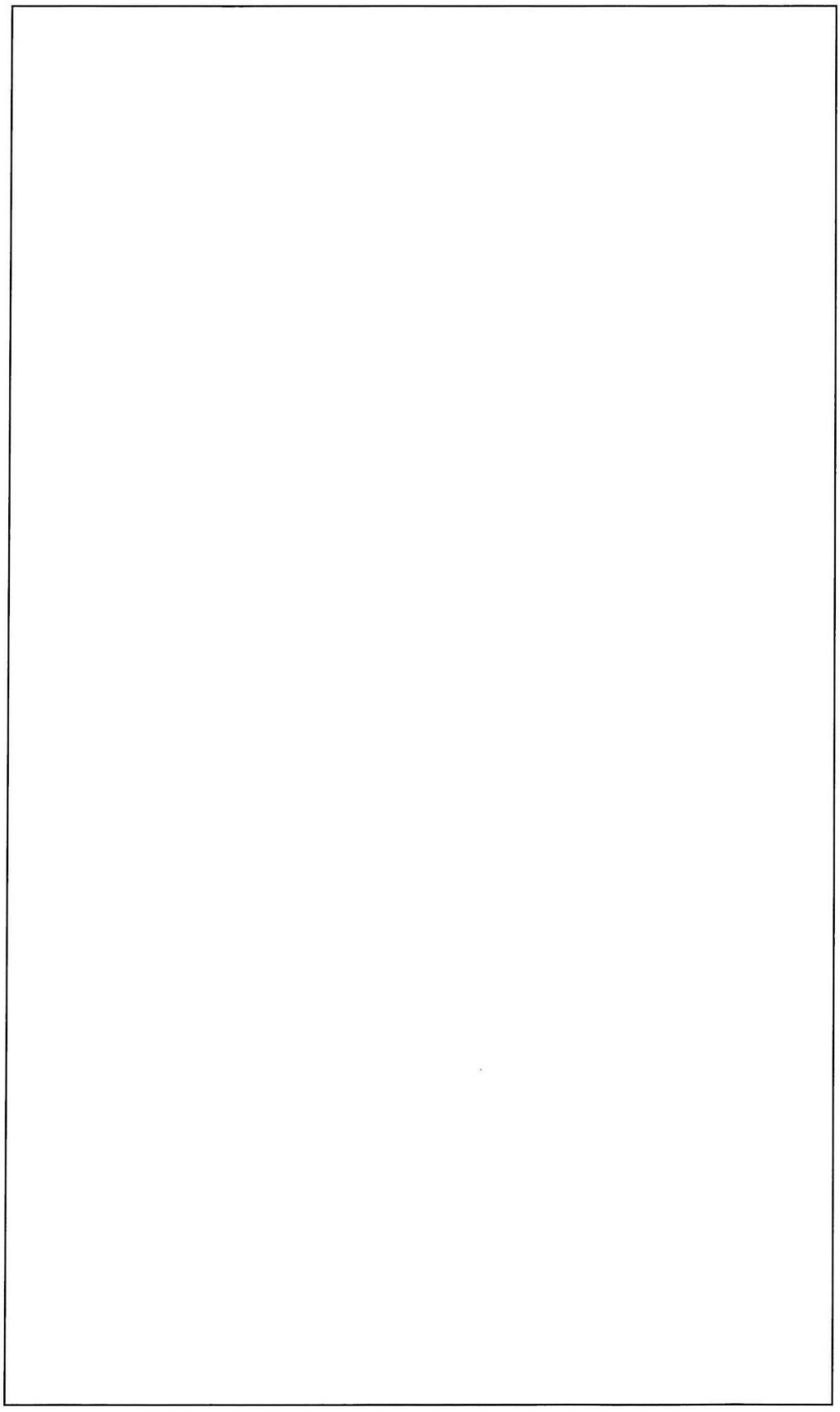
Your email address:

Your telephone number:

1. Staff involved - If you raised this complaint with a member of staff, please give details of the person/s you contacted.

2. The Complaint - Please give as much information as possible; continue on more paper if necessary

The Complaint continued..



Item 8.4

SOUTHERN SHELTERED HOUSING JOINT BOARD

MEETING DATES FOR 2022

2022 Meeting Dates	
25th April 2022	
30th May 2022	AGM
27th June 2022	
25th July 2022	
29th August 2022	
26th September 2022	
31st October 2022	
28th November 2022	
19th December 2022	