

Group Transparency Policy

1.0 Purpose of the Policy

- 1.1 The aim of this policy is to set out our approach to openness, transparency and accountability regarding Company information and governance arrangements.

2.0 Introduction

- 2.1 Our menu of involvement sets out arrangements for customer involvement including the Great Homes / Great Services Team, Task and Finish Groups and Customer Scrutiny into Coastline (CSC).

3.0 Best Practice

- 3.1 We have well developed Probity Standards which ensure that our processes around letting homes, employment and procurement with any closely connected persons are in line with best practice, appropriate controls and approvals are in place and reported annually to the Board.

4.0 Policy Detail

- 4.1 The following documents will be published on our website;

- Corporate Plan
- Annual Report and Financial Statements;
- Monthly top 10 performance summaries and Quarterly Housemark benchmarking tables;
- A summary of complaints and compliments including the percentage upheld, any trends and improvements identified;
- 5 Year Plan of scheduled major works by area as a database searchable by postcode;
- All payments over £500 made in relation to grant-funded development schemes;
- Names and short profiles for each of our Non-Executive Directors (NEDs) and Executive Team (ET). Their respective remuneration will be contained within the published Financial Statements each year;
- NED Recruitment; and
- Key customer facing strategies and policies.

- 4.2 The following documents will be published in our twice-yearly magazine to Customers;

- Performance summaries;
- Annual Complaints & Compliments summary.

- 4.3 Declarations of interest made by NEDs and staff will be available for inspection on request from the Company Secretary or the Governance Administrator via 01209 200200.

5.0 Cross Reference / working in partnership / links to other policies

- 5.1 The CSC receives reports on performance, complaints and any other issues they request.
- 5.2 The Chair and Vice Chair of the CSC report to and attend each Board meeting and have the opportunity to raise any issues or ask questions of the Board.
- 5.3 There are other ways for customers to get involved informally.
- 5.4 We seek to represent as wide a customer voice as possible and feed these through Great Homes / Great Services and CSC as part of our approach to governance.
- 5.5 The Transparency Policy will be published alongside our Whistleblowing, Complaints and Probity Standard on our website.