

CONFIDENTIAL

BOARD MEETING MINUTES Vectis Housing Association

Date: 10 December 2025 Location: Microsoft Teams Time: 08:30 am

Attendees:

- Graham Cooper (Chair)
- Lorraine Buckman
- Melanie Czarra
- Norman Arnold
- Andrew Burroughs
- Tam Norris (Executive)
- Sara Merrigan (Finance)

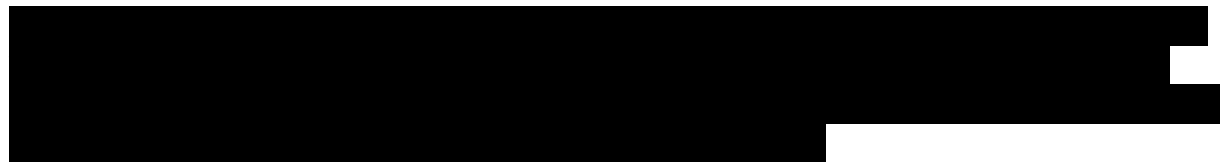
Apologies:

- Helen Keats
- Karen Tosdevin

1. Welcome and Apologies

The Chair opened the meeting at 08:30 am. Apologies were noted from Helen Keats and Karen Tosdevin.

2. Declarations of Interest



3. Minutes of Previous Decisions

The Board discussed the complaints performance, the annual complaints report, and the annual self-assessment for the year ending 2024/25. Members noted that the Board had previously received the report, reviewed its contents, and provided feedback. The Board confirmed that the report, annual self-assessment, and associated performance were approved via the digital approvals process on 18 November 2025. The Board noted the learning arising from complaints and the actions in place to drive service improvement. The Board also confirmed that

governance arrangements remain in place, including the continued appointment of a Board member with responsibility for complaints.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



6. Any Other Business (AOB)

- Strategy Day Feedback: The Board reflected positively on the recent strategy day, noting that the venue and format allowed for good engagement between the Board and staff.
- Annual Reviews: The Chair offered to hold annual review meetings for members in the coming week.

Meeting Closed.