



## **Cardiff Community Housing Association pre-AGM Shareholder question/comment submissions and responses**

Following the AGM event on the 10<sup>th</sup> September 2020. Mike Owen, Chair of the Board, summarised the following questions and comments received from Shareholders in advance of the meeting. Responses were give where applicable and are outlined below.

### ***Shareholder 1***

How pleased we were at this meeting to invite us to it because it is for a meeting, dialogue, discussion, expression of opinion and choosing to ask us to do so.

### ***Shareholder 2***

Since the new CEO Hayley Selway has taken her position there has been a vast improvement in services especially at Holmview Court. The promises she made to residents when she visited have been carried out efficiently. There are a few areas that need improvement. 1. Competitive tendering how contracts are awarded? Also communication which is a big thing in keeping residents trust.

I must commend staff and workmen, they are all polite and obliging.

### **Response:**

Jonathan Jones, Interim Corporate Director – Property Services, reported that all maintenance tenders are sent out via the Sell2Wales portal. He confirmed that consultants, Faithorn Farrell Timms also provide independent support for tenders. He fully explained the procurement process and drew attention to tenant involvement in procurement. He detailed the communication process for tender awards.

### ***Shareholder 3***

Since the new CEO has been with CCHA the residents have more confidence in approaching staff with any concerns they might have. We know that the service will carry on improving.

### ***Shareholder 4***

I am sure the Board will continue to run the CCHA as well as it has in the past. Thank you for the information sent to us during COVID-19 lockdown and for the excellent service when I've had reason to contact CCHA. May I especially commend **Redacted** for their prompt, efficient and friendly assistance.