

Group Transparency Policy

Purpose

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

Transparency Policy

1. Our Corporate Plan and Annual Report (including summarised details of our Financial Statements) will be published on our website.
2. Our menu of involvement sets out arrangements for customer involvement including Great Homes and Great Services Teams, Task and Finish Groups and Customer Scrutiny into Coastline (CSC). The CSC receives reports on performance, complaints and any other issues they request. 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.
3. Our monthly Top 10 performance summaries and Quarterly Housemark benchmarking tables will be available on our website and published within the Coastlines magazine twice a year.
4. A summary of complaints and compliments including the percentage upheld, any trends identified and 'lessons learned' will be published twice a year on our website and reported in the Coastlines magazine.
5. A 5 year plan of scheduled major works by area will be made available on our website as a database searchable by postcode.
6. All payments over £500 made in relation to HCA funded development schemes will be published on our website.
7. Declarations of Interest, made by Non-Executive Directors and staff will be available for inspection on request by contacting the Company Secretary or the Governance Administrator on 01209 200125.
8. The names and short profiles of all our Non-Executive Directors and Executive Team will be published on our website and their respective remuneration contained within the published Financial Statements each year.
9. We have well developed Probity Standards which ensure that our processes around letting homes, employment and procurement with any closely connected people is in line with best practice, appropriate controls and approvals are in place and reported annually to the Board. These standards will be published alongside our Whistleblowing, Complaints and Transparency policies on our website
10. Our Resident Involvement, Board Recruitment and membership policies will also be available on our website.
11. Our Regulatory Judgements will be published on our website and the Statutory Accounts and Value For Money Statement are publicly available.