

## AGENDA

Monday 7<sup>th</sup> September 2009 at 1000 hours

Item No.		Page No.(s)
	<b>PART 1 – OPEN ITEMS</b>	
1.	To receive apologies for absence, if any.	
2.	To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4 (b) of the Local Government Act 1972.	
3.	Members should declare the existence and nature of any personal and prejudicial interests in respect of:  a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items  and if appropriate, withdraw from the meeting at the relevant time.	3
4.	To approve the minutes of a meeting held on 10 <sup>th</sup> August 2009.	4 to 12
5.	Key Decision Notices from the Joint Board held on 21 <sup>st</sup> July 2009.	13 to 20
6.	Rent Arrears – Verbal Update.	Verbal Report
7.	Former Tenants Rent Arrears.	21 to 31
8.	Customer Satisfaction Policy.	32 to 44
9.	Changes to the Idox Uniform System.	45 to 47
	<b>PART 2 – EXEMPT ITEMS</b> <i>The Local Government (Access to Information) Act 1985, Local Government Act 1972, Part 1, Schedule 12a</i>	
10.	Tender Opening - Bolsover Intermediate Labour Market Programme.	48