



RBC Investments (Surrey) Limited

Minutes of the BOARD MEETING

HELD AT 9.30 am 21 May 2025.

**at the Brooklands Hotel Brooklands Drive Weybridge Surrey KT13
0SL**

Present:

**Councillor Ricky Milstead/Alex Williams/Emma Lyons/Sarah Keenan / Eduan
Pardo/Joanne Jones/Nick**

Part 1

1. Apologies for Absence

None

2. Declarations of Interest

None

3. Approval of the Minutes of the meeting of the Board held on 21 January 2025.

The minutes were approved.

4. Matters arising from the Minutes

Any matters arising are dealt with in the agenda.

5. Health and Safety Report.

- Compliance

It was confirmed that there was full compliance with the legal requirements for testing and alarms.

- Notification of any reported accidents or incidents.

No accidents or incidents were reported since the last board meeting.

6. Risk Management Policy

The Company Secretary will check compliance with the FRC guidelines, and the policy will be brought to the next board meeting for approval.

7. Complaints Policy

It was reiterated that the Runnymede Borough Council complaints policy does not apply to tenants or customers for the Company. The Board considered two government approved schemes for tenant complaints looking at both the cost and the process. It was felt that at present the number of complaints did not warrant joining either scheme. The Company has received 2 complaints last year which have both been dealt with internally. It was agreed that this decision would be reviewed in 6 months by the Board after consideration of the level of complaints and the substance of such complaints.

8. Any other business

None





RBC Services (Addlestone One) Limited

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Present:

Councillor Ricky Milstead/ Alex Williams/ Emma Lyons/Sarah Keenan / Eduan Pardo/Joanne Jones/ Nick

Part 1

1. Apologies for Absence

None

2. Declarations of Interest

None

3. Approval of the Minutes of the meeting of the Board held on 21 January 2025

The minutes were approved.

4. Matters arising from the Minutes

All matters arising are dealt with in the Agenda

5. Health and Safety Report.

- Compliance

It was confirmed that there was full compliance with the legal requirements for testing and alarms.

- Notification of any reported accidents or incidents.

No accidents or incidents were reported since the last board meeting.

6 Risk Management Policy

The Company Secretary will check compliance with the FRC guidelines, and the policy will be brought to the next board meeting for approval.

RBC HEAT COMPANY LIMITED

RBC Heat (Company) Limited

BOARD MEETING

HELD AT 9.30 am 21 May 2025.

At Brooklands Hotel Brooklands Drive Webridge Surrey KT13

Present:

Councillor Ricky Milstead/Alex Williams/Emma Lyons/Sarah Keenan / Eduan Pardo/Joanne Jones/Nick

Part 1

1. Apologies for Absence

None

2. Declarations of Interest

None

3. Approval of the Minutes of the meeting of the Board held on 20 January 2025

The minutes were approved.

4. Matters arising from the Minutes

Any matters arising are dealt with in the Agenda

5. Health and Safety Report.

- Compliance

It was confirmed that there was full compliance with the legal requirements for testing and alarms.

- Notification of any reported accidents or incidents.

No accidents or incidents were reported in the last quarter.

6. Risk Management Policy

The Company Secretary will check compliance with the FRC guidelines, and the policy will be brought to the next board meeting for approval.

RBC HEAT COMPANY LIMITED