

CASE STUDY

October 2021

The Company

Yorkshire Housing

- Yorkshire Housing is a regulated housing association which manages more than 18,000 affordable and social rent homes across Yorkshire, with plans to build 3,000 more by 2021.
- Its aim is to be the first choice in Yorkshire for anyone who wants to rent or buy a home.

The Business Situation

Working in this regulated industry, corporate governance is very important to this Client. Bridgehouse was engaged by Yorkshire Housing during 2020 to deliver premium end-to-end meeting support to its Residential Board and three sub-committees. Pleased with the services received, the Client entered into a further contract with Bridgehouse to continue providing its meeting support during 2021.

The Service

Meeting Support

- Collation, review and finalisation of meeting papers
- Board pack preparation and circulation using an online portal
- Attendance at meetings (remotely)
- Expert minute taking
- Provision of Action List

Ad-hoc Governance advice

The Key Benefits

- **Efficiency** – Board packs are prepared and circulated to tight timescales; Quality Minutes are turned around promptly.
- **Consistency** – Our lead consultant for this client has built a strong relationship with the Governance Team, Management & Chairs of the Board and Committees.
- **Professionalism** – The team is very knowledgeable and professional, working seamlessly with the in-house team.

Uplifting governance

- **Relationship** - A truly personal and bespoke relationship.
- **Communication** - Queries outside of meetings are always answered quickly and effectively.
- **Time Saving** - With many meetings taking place annually, outsourcing has taken much pressure off the in-house team, freeing up significant amounts of time on a monthly basis.

“Having Karen on board to assist our in-house resources has been extremely beneficial; We are always pleased with the output of work and have happily extended our contract with Bridgehouse. Work is produced to a high standard and this enables me to have peace of mind that our meeting support duties are being well taken care of”.

Alex Clift, Governance and Compliance Manager at Yorkshire Housing

Uplifting governance

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