

HOUSING MANAGEMENT SERVICES
COMMITTEE
17 NOVEMBER 2009

NOTTINGHAM CITY HOMES

THE HOUSING MANAGEMENT WORKING GROUP (HMWG)

MINUTES of the **Meeting** held on **3 AUGUST 2009** at Hounds Gate from 10.10 am to 2:05 pm

Board Members:

Martyn Kingsford
Valerie Schneider
Janet Storar (Chair)

Also in Attendance:

Kim De Vergori	Assistant Director of Tenancy & Estate Management
Sheryl Fraser	Monitoring Officer
Jan Locker	Senior Governance Officer (Minute Taker)
Kathy Mason	Anti Social Behaviour Co-ordinator (left at 1:35 pm)
Gill Moy	Director of Housing Operations
Ian Perry	Estate & Caretaker Services Manager
Sue Taylor	Assistant Director of Housing Services (left at 12:35 pm)

08/19 WELCOME, INTRODUCTIONS & ANNOUNCEMENTS

The attendees were welcomed at the meeting.

08/20 APOLOGIES FOR ABSENCE

There were no apologies received.

08/21 MINUTES OF THE PREVIOUS MEETING

The Minutes of the Meeting held on 22 May 2009 were adopted as a true and accurate record of the meeting.

08/22 CONFIRMATION AND SIGN OFF AMENDED DOCUMENTS

Martyn Kingsford confirmed that all of the previous amendments discussed had been included in the new documents presented and subject to a small number of typing errors they were signed off by the HMWG.

Martyn Kingsford suggested that reference should be made to the tenant involvement policy in relation to area panels including membership, location and remit.

The HMWG agreed that the Worklessness Strategy would be signed off and recognised that it was Work in Progress.

The HMWG confirmed and signed off the documents and recognised that the Worklessness Strategy was Work in Progress.

08/23 TENANT SERVICE AUTHORITY BUILDING A NEW REGULATORY FRAMEWORK

Martyn Kingsford gave a presentation which included information about Tenants & Residents Organisations of England (TAROE), National Tenant Voice (NAT) and the Tenant Services Authority (TSA). A copy of the slides would be circulated.

Martyn Kingsford explained that the Company structures were already in place and how they interfaced with the TSA.

The HMWG's attention was drawn to how the TSA would deal with complaints from tenants and that they would only deal with complaints from a body or tenants.

The Chair thanked Martyn Kingsford on behalf of the group.

The presentation was noted and a copy of the slides would be circulated to the HMWG.

08/24 ASB POLICY & STRATEGY

The Anti Social Behaviour Co-ordinator (ASBC) presented the policy and explained that some amendments had been made to the executive summary.

The ASBC advised that plans were on going to establish the service costs and it was estimated that the service costs per household averaged at forty pound fifty pence (£40.50).

The ASBC gave a snap shot of the signification improvement plans for the financial year and advised that there were plans to undertake a bench marking exercise in the future.

Martyn Kingsford raised the issue that criminal damage was in fact crime and disorder which is a Police matter. The Director of Housing Operations (DHO) stated that criminal damage in NCH tenancies were not recorded by the Police as a crime. Martyn Kingsford suggested that the matter be referred to the TLC for discussion. The HMWG agreed.

The Chair referred to a legal extract and advised that it was confusing. The ASBC explained that whilst the extract needed to remain in the policy, an explanation would be provided in plain English.

The Chair asked "did the Company need to say how staff interview", following a discussion about whether an interview should be made reference to in the policy given it was an operational matter; it was agreed that the policy would include where and how interviews were conducted.

Martyn Kingsford raised the matter of staff training and the Assistant Director of Tenancy & Estate Management (ADTEM) informed the HMWG that the ASBC was due to attend one of the tool box talks to talk collectively about ASB.

The matter of incidents recorded on the violent incident database managed by Nottingham City Council was raised and that reports are then placed on tenants records. Martyn Kingsford commented that a lot of the people involved in ASB crime and disorder were not tenants and organisations such as the Police, Health and Education did not record tenure.

The HMWG thanked the ASBC.

The HMWG agreed:

- 1. to sign off the Anti Social Behaviour Policy and Strategy; and**
- 2. to refer the matter that criminal damage in NCH tenancies were not recorded by the Police as a crime to the Tenant & Leasehold Congress.**

08/25 CARETAKING & ESTATE SERVICE BUSINESS PLAN

The Estate & Caretaker Services Manager (ECSM) presented the service business plan and highlighted a number of initiatives.

Martyn Kingsford made an observation that the introduction should make reference to the high-rise blocks, stakeholders and value for money. Martyn Kingsford suggested that reference to the TLC, area panels and the tenancy and estate management forum should also be made in the introduction.

The DHO informed that HMWG that the caretaking and estate management service had been completely transformed in the last eighteen months and it was a credit to the Caretaking & Estate Service management team.

The HMWG approved the Caretaking & Estate Service Business Plan.

08/26 FORWARD PLAN

The DHO advised the HMWG that the new governance arrangements were being considered by the Board which could affect the HMWG. Due to unforeseen circumstances the forward plan had slipped. However, the DOH advised that the supported housing review needed to be considered and suggested that a whole meeting be dedicated to it.

The HMWG agreed the forward plan and the suggestion to consider the supported housing review at a future meeting.

08/27 DATE OF THE NEXT MEETING

The date of the next meeting is to be advised.

Signed Date