

NOTTINGHAM CITY HOMES

HOUSING MANAGEMENT SERVICES COMMITTEE

MINUTES of the **Meeting** held on **13 APRIL 2010** in the Board Room, 14 Hounds Gate from 2.30 pm to 4:30 pm

Present

Committee Members:

Tim Bell

Peter Linford

Margaret Pugsley

Valerie Schneider

Janet Storar (Chair)

Also in Attendance

Kim De Vergori Assistant Director of Tenancy & Estate Management

Richard Holland Interim Head of Rents & Voids

Mark Lawson Performance Improvement Manager

Jan Locker Senior Governance Officer (Minute Taker)

Gill Moy Director of Housing Operations

09/33 WELCOME, INTRODUCTIONS & ANNOUNCEMENTS

The Chair opened the meeting and welcomed the attendees.

09/34 APOLOGIES FOR ABSENCE

An apology was received from Merlita Bryan.

09/35 DECLARATIONS OF INTEREST BY BOARD MEMBERS AND OFFICERS

None declared.

09/36 CONFIRMATION OF THE MINUTES OF THE HOUSING MANAGEMENT SERVICES COMMITTEE HELD 17 FEBRUARY 2010

The Housing Management Services Committee (HMSC) adopted the minutes as a true and accurate record of the meeting, subject to the amendment to note the apology for absence from Peter Linford.

09/37 MATTERS ARISING

09/37.1 **Minute 09/20.1** The Director of Housing Operations (DHO) gave a brief update and reported that the Allocations Strategy would be submitted to the May 2010 Executive Board of Nottingham City Council (NCC) for approval and any further delays would be reported to the HMSC.

The DHO informed the HMSC that the IT system for the choice based lettings was under review and a report would be submitted to the next meeting in relation to the procurement of a new system.

09/37.2 **Minute 09/22** The Chair advised that the HMSC Committee members attend the Tenancy & Estates Allocations meeting on a rota basis, which was working well. Thanks to the team were given for the work undertaken in the preparation of the meeting.

The Chair requested an update on the pilot to clear gardens, the Interim Head of Rents and Voids (IHRV) confirmed that the matter was still under consideration.

The IHRV confirmed that the letter of recognition had been sent to the team.

09/38 UPATE ON THE USE BY NOTTINGHAM POLICE OF NCH MANAGED PROPERIES AS CAPTURE HOUSES

The Assistant Director of Tenancy & Estate Management (ADTEM) presented the report and advised that there had been a significant reduction in burglaries following the use of the two capture houses.

The ADTEM reported that there had been very positive results and the rent loss costs were monitored. The HMSC was concerned that following a successful operation that more properties would be required by the Police and suggested that the Police be charged the rent for the period of use. The ADTEM confirmed that there was a partnership arrangement in place and it would not be appropriate to charge rent.

The ADTEM informed the HMSC that discussion with the Police in relation to the use of a capture house in an area where voids are targeted for the boilers was ongoing.

The HMCS committee welcomed the report and thanked the Anti-social Behaviour Co-ordinator for the informative report.

The Housing Management Services Committee noted and commented on the report.

09/39 UPDATE ON VOIDS

The Interim Head of Rents and Voids (IHRV) presented a report which updated the HMSC on the progress made on the void properties process.

It was reported that improvements had been made in performance, the team had worked extremely hard to achieve an end of year target of two hundred and seventy-six had been achieved. The HMSC was delighted with the outcome.

The Housing Management Services Committee noted the report.

09/40 MODERNISATION OF TENANCY & ESTATE MANAGEMENT, INCLUDING CASH COLLECTION

The Performance Improvement Manager (PIM) presented a report and confirmed that there were three phases of the modernisation programme. The PIM confirmed that the phase one consultation with staff and the Trade Unions was ongoing and should they be successful rent collection will cease by the end of June 2010.

The DHO advised the HMSC that the staff involved had welcomed the open and honest way in which the consultation was being undertaken.

Tim Bell suggested that the Company communicate the strategy to NCC in bullet point form to assist the Councillors with their surgeries.

The DHO updated the HMSC on the progress made in phase two and was dependent on the decision relating to the Customer Service Centre (CSC). Rperience had been engaged to work with the Company to scope the terms of reference for the CSC and the accommodation requirements. The DHO advised the HMSC that the matter was being considered by the Executive Management Team (EMT).

The DHO informed the HMSC that the ten year business plan was being developed.

RESOLUTIONS:

The Housing Management Services Committee:

- 1. noted the progress made in phase one of the modernisation plans;**
- 2. approved the phase on proposals;**
- 3. note the phase two proposals of the modernisation plan;**
- 4. approved the approach taken in phase two;**
- 5. noted the proposals made for phase three the wider modernisation plans for the Tenancy & Estate Management Services; and**
- 6. noted the progress made in reviewing the Accommodation Strategy.**

09/41 MODERNISATION OF SUPPORTED HOUSING SERVICES

The ADTEM presented a report which updated the HMSC on the progress made with the review.

The ADTEM drew the attention of the HMSC to the financial pressures on Supporting People and the funding arrangements for sheltered housing.

The DHO informed the HMSC that work was still being undertaken and would be reported back to the EMT, the HMSC and NCC.

The HMSC discussed the future of sheltered housing. The ADTEM advised that progress was being made but would be dependent on the decision of Supporting People and NCC.

RESOLUTION:

The Housing Services Committee:

- 1. noted the progress report of the Working Group to deliver the required modernisation of the Supported Housing Service;**
- 2. agreed that further discussions are undertaken with Supporting People team to seek clarity around the future commissioning process; and**
- 3. agreed that individual assessments are undertaken to ascertain future viability.**

09/42 HOUSING SERVICES PERFORMANCE REPORT FEBRUARY 2010

The DHO introduced a report which advised the HMSC of the performance against key Performance Indicators to the end of February 2010.

The DHO informed the HMSC that the allocation scrutiny had highlighted concerns relating to the amount of refusals and the matter would be considered at the Tenancy, Estate & Allocations meeting (TEAM).

The Housing Management Services Committee noted the report.

09/43 HEALTH & SAFETY UPDATE – JANUARY TO MARCH 2010

The DHO presented a report which updated the HMSC on the health and safety and fire safety developments within the Directorate.

The HMSC welcomed and thanked the Head of Health & Safety for the report.

The Housing Management Services Committee noted the report.

09/44 FORWARD PLAN

The HMSC considered the Forward Plan and agreed to add the following items to the agenda for the 8 June 2010 meeting:

Update on Drug Initiatives
Non Lettable Voids
Update on Modernisation Agenda
Executive Summary – Business Plan and Service Improvement Plans

The Housing Management Services Committee noted the additions to the Forward Plan.

09/45 ANY OTHER BUSINESS

09/451 Update on rent Collection

The IHRV presented a report which informed the HMSC of the position and progress made in the year end performance of the rent collection service.

The HMSC was informed that there was two millions pounds (£2m) outstanding at 31 March 2010, which was a reduction of seven hundred and fifty thousand pounds (£750k) over the last financial year.

The HMSC congratulated the Rents team on their outstanding performance.

The Housing Management Services Committee noted the report.

09/46 DATE OF THE NEXT MEETING

The HMSC noted the amendments to the Board and Committee meeting planner for 2010 and agreed to meet at 2:00 pm on the following dates:

2010

- 8 June 2010
- 17 August 2010
- 12 October 2010
- 7 December 2010

2011

- 15 February 2011
- 12 April 2011
- 14 June 2011
- 16 August 2011
- 18 October 2011
- 6 December 2011

The date of the next meeting is scheduled to be held on 8 June 2010 in the Board Room, 14 Hounds Gate, Nottingham, NG1 7BA at 2:00 pm.

The meeting closed at 4:30 pm.

Signed

Date