

NOTTINGHAM CITY HOMES

HOUSING MANAGEMENT SERVICES COMMITTEE

MINUTES of the **Meeting** held on **21 JUNE 2010** in the Board Room, 14 Hounds Gate from 2.05 pm to 4:06 pm

Present

Committee Members:

Merlita Bryan (left 3:35 pm)

Peter Linford (left 3:00 pm)

Margaret Pugsley

Valerie Schneider

Janet Storar (Chair)

Also in Attendance

Kim De Vergori Assistant Director of Tenancy & Estate Management (left at 3:00 pm)

Richard Holland Interim Head of Rents & Voids

Jan Locker Senior Governance Officer (Minute Taker)

Gill Moy Director of Housing Operations

Paul Stanley Area Housing Manager – Bestwood

Sue Stevenson Member of the Public (left at 2:23 pm)

09/47 WELCOME, INTRODUCTIONS & ANNOUNCEMENTS

The Chair opened the meeting and welcomed the attendees.

09/48 APOLOGIES FOR ABSENCE

An apology was received from Tim Bell

09/49 DECLARATIONS OF INTEREST BY BOARD MEMBERS AND OFFICERS

None declared.

09/50 CONFIRMATION OF THE MINUTES OF THE HOUSING MANAGEMENT SERVICES COMMITTEE HELD 13 APRIL 2010

The Housing Management Services Committee (HMSC) adopted the minutes as a true and accurate record of the meeting.

09/51 MATTERS ARISING

None.

09/52 YOU DECIDE, WE PROVIDE

Margaret Pugsley presented a report the purpose of which was to present the results of the pilot decorating scheme.

The HMSC was informed that the pilot ran for a six months period and had achieved savings of approximately fifty nine pounds (£59) per property. The scheme had been limited in terms of choices. The HMSC was asked to consider the adoption of the scheme subject to a formal tender process.

RESOLUTION

The Housing Management Services Committee approved the adoption of the You Decide, We Provide scheme subject to a tender process in accordance with the Company's Standing Order: Part 2 Financial Regulations.

09/53 MODERNISATION OF TENANCY & ESTATE MANAGEMENT

The Director of Housing Operations (DHO) gave an update. The HMSC was informed that work had started on slotting the employees in to new positions and some employees have found alternative positions within the Company.

The DHO also updated the HMSC on the accommodation plan which was to be considered by the Business Development Committee.

An invite was given to the HMSC to attend the HPM Away Day on 30 June 2010.

The Housing Management Services Committee noted the verbal update.

09/54 MODERNISATION OF SUPPORTED HOUSING SERVICES

The Assistant Director of Tenancy & Estate Management (ADTEM) gave an update and advised that there were two elements to the programme, Nottingham on Call (NOC) and Sheltered Housing.

The ADTEM advised that progress had been made in relation the NOC shift patterns following consultation with employees and the annualised hours system was also under review.

The ADTEM updated the HMSC on the progress of the Sheltered Housing Review and confirmed meetings had taken place with Nottingham City Council. It was reported that the Disability Discrimination Act (DDA) work was under way. Further work was being undertaken on the sheltered housing stock appraisal.

The Housing Management Services Committee noted the verbal update.

09/55 TRANSFER OF THE MANAGEMENT OF FOXTON GARDENSSHELTERED SCHEME FROM SPIRITA TO NOTTINGHAM CITY HOMES

The DHO introduced a report which advised the HMSC of the take over of the management of the Foxton Gardens sheltered housing scheme in Bilborough by the Company from 28 June 2010.

RESOLUTION:

The Housing Management Services Committee approved the arrangements to take over the management of Foxton Gardens sheltered housing scheme with effect from 28 June 2010, subject to the financial position that is to be confirmed.

09/56 TENANCY FRAUD

The Assistant Director of Housing Services (ADHS) presented a report which outlined the Company's involvement in combating tenancy fraud. The HMSC was advised that a grant had been approved by the previous Government and as a result a Tenancy Fraud Officer had been engaged for a twelve month period.

The HMSC was concerned about innocent people who could be evicted during the initiative, the ADHS advised that the first priority for the Company was to retrieve the tenancy, in cases where there is an innocent victim the Company's advice would be to contact Housing Aid and the Police.

The Housing Management Services Committee commented and noted the report.

09/57 OFFER OF ACCOMMODATION TO RELATED PARTIES & ALLOCATIONS POLICY UPDATE

The DHO presented a report to update the HMSC on how the Company dealt with related party offers of accommodation and progress with the review of the Allocations Policy.

RESOLUTIONS:

The Housing Management Services Committee:

- 1. approved the cessation of the practice of including relatives of non-housing Nottingham City Council employees within the related party process with immediate effect;**
- 2. agreed to recommend to the Board to amend the Standing Order: Part 1 Governance:**
 - a. The officers delegated to approve offers to staff members be amended to a Director and an Assistant Director; and**
 - b. Subject to clarification to include only Nottingham City Council staff who work in housing – i.e housing strategy, regeneration and Housing Aid.**
- 3. approved the amendment to the related party procedure to include garage tenancies; and**
- 4. noted the remainder of the report.**

09/58 REVIEW OF MANAGEMENT OF GARAGE COMPLAINT

The Area Housing Manager (AHM) summarised the circumstances surrounding two official complaints relating to a garage managed by the Bestwood Housing Office and the actions taken, lessons learned and the management controls in place.

The AHM informed the HMSC that historically there had been difficulty with the garage numbering system; this had now been rectified as every garage managed by the Company had now been surveyed and mapped and a short/medium term plan had been developed.

The Housing Services Committee noted the report and actions taken.

09/59 HOUSING SERVICES PERFORMANCE REPORT APRIL 2010

The Director of Housing Operations presented a report which advised the Housing Directorates performance to the end of April 2010. The HMSC was informed that a mini area profile was available on the Company's website.

The Housing Management Services Committee noted the report.

09/60 NON-LETTABLE VOIDS

The ADHS presented a report which updated the HMSC on the number, the classification criteria and the potential options for reducing the number of non-lettable voids in the City.

RESOLUTIONS

The Housing Services Committee:

- 1. agreed to receive further progress reports; and**
- 2. noted the report;**

09/61 AUDIT REPORTS & AUDIT REGISTER ACTIONS

Consideration was given to the report and the audit actions.

The Housing Management Services Committee noted the report.

09/62 HEALTH & SAFETY UPDATE

Consideration was given to a report which updated the HMSC about significant health and safety and fire safety developments within the Housing Directorate.

The HMSC requested further information relating to the dog bite incident.

The Housing Management Services Committee noted the report.

09/63 FORWARD PLAN

The Housing Management Services Committee noted the Forward Plan.

09/64 DATE OF THE NEXT MEETING

The date of the next meeting is scheduled to be held on 17 August 2010 in the Board Room, 14 Hounds Gate, Nottingham, NG1 7BA at 2:00 pm.

09/65 EXCLUSION OF THE PUBLIC & PRESS

The Housing Management Services Committee agreed to exclude the public and the press from the meeting during consideration of the next item in accordance with the Company's Access Policy.

09/66 CONFIRMATION OF THE CONFIDENTIAL MINUTES OF THE HOUSING MANAGEMENT SERVICES COMMITTEE HELD 27 MAY 2010

The Housing Management Services Committee adopted the minutes as a true and accurate record of the meeting.

The meeting closed at 4:06 pm.

Signed Date