

Minutes



Allocation Customer Focus Group meeting held on 11th December 2008 @ Hounds Gate

Present:

Elaine Crofts, Sue Lomax, Sheila Thwaites, Lynn Mitchell, Elena Coyne (minutes).

Apologies:

Sue Taylor, Bernadette Lawley, Kate Bowley

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| 2.0 Minutes of last meeting | |
| 3.0 Matters Arising
On Agenda | |
| 4.0 Update Support Needs Assessment Framework
SL informed that there was discussion with Framework about evictions and mental health issues.
LM informed us that Tony Bernard a Community Psychiatric nurse at Notts Intervention, is very keen to be involved and work with us on the framework. This will be discussed in February. | |
| 5.0 Update on Review of Housing Register
EC said that up to November this year over 8,500 review forms have been sent out and about 2,000 been received back. Then the warning letters will be sent out to those who did not reply. We are planning to complete this task by the end of January. Having held the review process in Homelink, has enabled us to provide more centralised and manageable service.
ST asked to clarify who gets revision letters. | |

EC explained that it is applicants who are currently on the register, waiting accommodation.

SL confirmed that we are getting more responses after the second letter.

Main purpose of the review is to make sure all applicants are in the right band. This will then ensure that more accurate information is available about the make up of the waiting list which will feed into the Allocation Policy review which NCC is leading on, in partnership with NCH.

ST asked if Allocation Policy review is dependant on law or NCC

SL confirmed that it is law but, local influence is also taken into consideration, for example, High Rise issues, worklessness strategies, looking at housing option in consultation with Housing Aid.

ST raised an issue about the number of "similar" people being allowed to occupy flats (eg people with antisocial behaviour, or alcohol problems etc). It was felt that some occupants were allowing other people to stay in their flats often making them over crowded, which may in turn lead to making those areas unattractive, therefore may put other potential applicants/viewers off from accepting flats that they may be offered).

SL explained the High Rise strategy and the quota system in terms of allocations to all of the bands. Although most flats are advertised to any band, in an attempt to encourage applicants from other band to bid. However they are generally allocated to applicants from Band 4, i.e. the majority of single applicants are in band 4.

ST asked if anybody keeps track of lodging

EC explained that part of Tenancy Agreement states that tenant are able to take in lodgers providing permission is sought from NCH. Normally this is not usually denied providing that they property would not become over crowded.

SL confirmed that part of the tenancy visits carried out by the Housing patch managers, is to confirm all people living in the household and any unauthorised occupation will always be investigated.

6.0 NCC/NCH Joint Action Plan/ Local Lettings Policies

SL confirmed that NCC is working very closely with NCC in the Allocation Policy review and it is hoped

that this will be finished by 31 March 2009. All local and sensitive lets areas will also be re visited as part of this review. The Choice based lettings system in terms of NCC IT, is also being reviewed and again should be completed by 31 March 2009.

SL Confirmed that all local lets policy will be reviewed on a regular basis and that Newark Crescent is still for over 40 years.

Accommodation with piper alarms are for people over 60 years and we are looking at other ways we can promote Sheltered accommodation such as pictures, re naming to Independent living.

LM said that some of the features in sheltered accommodations are not very comfortable (especially bathrooms) and that can cost a lot of money to a customer to change them.

SL confirmed that the lettings team offer incentives to applicants that accept this type of accommodation such as carpets, decorating. Some of which can be done before an applicant moves in.

7.0 Allocation Customer Focus Group – Overview of Group

SL confirmed that this document was circulated at the last meeting and feed back was requested. This is now final but should be a working document and amended as applicable. A copy will be sent with the minutes.

8.0 Refusals Reasons

SL confirmed that applicants are able to refuse two properties after which contact is made to discuss the reasons for the refusal and to determine if there is any thing else NCH can do to ensure appropriate bidding. Applicants are not penalised for refusals as it is their choice where they place bids. The most common refusal reason is either “wrong area” or “poor state of repair”

EC confirmed that we are looking at ways to place more detailed information in the advert and on the web regarding what improvements may be done to a property after the applicant signs for it.

A map regarding the location, security measures, i.e. alarms. In sensitive let areas, perhaps provide extra security, more CCTV in high rise, etc.

LM suggested cooperation with Age Concern

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could help to make people feel safer.

- 9.0 Any other business**
SL to send a reminder of the date of next meeting

Date of next meeting 05/02/09

SL



Homes and places where people want to live