

Minutes



**Minutes of Allocations Customer Focus Meeting held
on
Date Thursday 25th June 2009 @ Hounds Gate.**

Present: Clive Thorpe (CT), Sheila Thwaites (STH), Susan Taylor (ST), Carol Donnelley (CD), Valerie Schneider (VS), Lynn Mitchell (LM), Elaine Crofts(EC), and Donna Small - minutes

Apologies: Ennis Peck (EP), Kate Bowley (KB)

	Action
<p>1.0 Actions from previous minutes</p>	
<p>Incorrect reference to Homes for Us forum should be "Homes 4 Us".</p>	
<p>Update on Sub-regional joining Homelink. They are Gedling, Broxtowe, and Rushcliffe. They are looking to join a CBL Scheme. NCH are putting together a bid which needs to be submitted within the next 4 weeks. Joining the sub regional scheme will have a positive impact for HomeLink applicants by offering more of a choice in terms of type and location of accommodation.</p>	ST
<p>Group felt there were too many local and sensitive lets. This is being reviewed within the Allocations Policy review.</p>	SL
<p>Some NCH corporate properties have small bedrooms which may mean that they are too small for two beds. Corporate properties are currently being discussed with the City in terms of future use.</p>	BL
<p>BME profile information given by EC. There are 1958 people in sheltered accommodation, 150 of which are from a BME background. This equates to 7.52%.</p>	EC
<p>The Older's person's road show on 7/09/09 will</p>	ST

have a particular emphasis on increasing access to Sheltered schemes by the BME community. Other methods of promotion also planned.

Group suggested that it would make more sense to carry out any decent homes when the property was empty, in readiness for the next tenant. This is being discussed with Steve Hale, Assistant Director at Property Services.

Group expressed concern that the neighbour perception of empty properties is that they are being left in a poor condition with no action being taken on the tenant leaving the accommodation.

They felt that the pre-term process is not working sufficiently, and that we should be achieving 100%. The group expected that properties other than wear and tear should be left in a decent to moderate condition.

There should be an incentive schemes for people who leave properties in good condition.

Action to be taken when pre-terms are not being met, by lettings officers in 1to1's. Performance to be monitored. It was suggested that pre and post repair photos should be taken.

It was suggested that Bernadette Lawley, City Lettings Manager attends the next meeting to respond to the pre-term and associated issues raised.

2.0 The proposed Allocations policy was near completion and had been delayed as a comprehensive analysis was now in progress to ensure an allocations service that was "fit for purpose" was proposed in line with future regeneration and sustainability for the City. The target date is end of July 09. Sue Lomax, Registration and Allocations Manager, NCH is undertaking this piece of work.

3.0 The CBL IT in North Gate is being re visited and a major re-implementation of the system is being planned supported by significant budget requirements. This will include benchmarking and costing other CBL systems.

It was noted that the Website is not always easy to use or navigate around. This will be part of the CBL

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re-implementation project plan.

NCH IT needs to be smart and easy to use to ensure future business opportunities are not missed, this includes existing partners and sub regional partners. Sue Lomax is the project lead.

4.0 Housing Aid has won a bid to develop and promote a variety of Housing Options. Training for HSC staff to be arranged. Bernadette Lawley meeting with Gary Harvey to discuss. Bernadette to be asked to come to meeting on 24th Sept 09 and update group. EC

5.0 ST raised concerns about the size of the group and suggested ways in which to further promote it to get more people involved. It was agreed it was to time to review the success of the group and promote at the next TEM. EC

List of achievements to be prepared and presented to TEM.

6.0 Performance and regulatory commission report discussed. EC
Analysis of BME and Disability.
43% BME bidding 6% disabled applicants on waiting list.

Group expressed concern at the level of rents for applicants over 60 living in sheltered accommodation, where no financial help is available.

7.0 Group asked if the Medical referral officers were medically trained. EC confirmed that they are not but their role is to assess the applicant's ability to mobilise safely within their own home and also gain safe access to it. Their medical condition is not in questions. Approximately 90 people per month request priority housing due to medical needs. EC

It was suggested that the medical officers present their roles and responsibilities at a future meeting.

8.0 The Older People Road Show is on 7th Sept 09 @ Council House. Housing options, advice about waiting lists under occupying, and private accommodation will be available. Dawn Johnson, HomeLink Support officer, has worked on the promotion of the scheme with other partners across the City.

ST confirmed that NCC has secured some pathfinder money approx £50,000 to be used in research into over and under occupation.

Next meeting to take place at Hounds Gate on 24 September 2009.