

Minutes



Allocation Customer Focus group meeting held on 9th August 2011 @ Hounds Gate

Present:

Sheila Thwaites Chair (SW), Kate Bowley (KB), Maria Hemphill (MH), Ann Gardner (AG), Elaine Crofts (EC – mins) and Teresa Raffle (TR)

Apologies:

Ennis Peck (EP) Lynne Mitchell (LM)

1.0 Minutes from previous meeting 9 th February 2011.

Mins agreed.

Update

Point 5.0 LM agreed to take this suggestion to the Sheltered Housing forum. LM asked EC to inform the group that she discussed this proposal with the forum and it was agreed that because the impact of the supporting people funding would not be know until after March 2012, no further action would be taken around using this stock for younger people, however LM was clear that his is something that she and the forum will explore in the future.

- 2.0 Full performance information was not available in the format usually provided, as the monitoring system used to collate this information (Infoview) was not in use. EC apologised for this position and agreed to send the performance information with the mins. EC also confirmed that all the performance information is provided through other reports which they receive from attending other groups. The group commented that they found the revised version of data provided at this group useful and easy to understand.

Action

LM

EC

3.0 Local Lettings process

EC provided the group with an overview of how the above process works, detailing the consultation process and the requirement to regularly review the effectiveness of the policy once it has become effective. EC confirmed whilst HomeLink has a part to play in terms of the correct advertising criteria for voids in the local lettings areas, the function to determine and review the policy of established and future local lettings policies is the responsibility of the office responsible for managing the particular area. A discussion took place around the removal of a local lettings criteria in a specific area and EC advised that specific concerns should be directed to the office and Manager concerned. The group agreed this action and stated they felt better informed of the process.

4.0 Letting overview

The group have asked for a representative from the letting team to come and give them an update as to the role and current position in terms of voids etc. TR attended and provided the group with data for July 2011, in relation to the current position and also gave an overview of the structure of the team:-

- 12 in team, 6 who allocate and 6 who carry out the sign up and work associated after sign up.
- Currently there are 163 general lettable voids and 127 sheltered
- 210 terminations
- 180 new tenancies
- On average they make 90 offers per week
- It takes between 1 and 8 offers to let a property
- Average cost at present to re-let is approximately £1700

TR took question from the group. TR confirmed that sheltered schemes are spread across the city with some being more popular than others, for example sometimes struggle with properties in the Meadows, but Kingston Court is very popular. AG stated that she is willing to assist in the promotion of the schemes and would be able to provide a list of contact details to assist with the promotion.

5.0 Terms of reference of the group and way forward

EC reported that Andrew Filer, confirmed that the review of all of the groups is still on going and has not been completed as of yet, and was not able to confirm when this was likely to be. Group confirmed that they were aware of the current position and agreed for the action to be carried forward until outcome known.

6.0 AOB

Group asked for some clarity of the banding system. EC gave an overview and also provided the group with hard copies of the Allocations Policy summary booklet and the guide to HomeLink booklet.

7.0 Date of next meeting will be confirmed, once outcome of the NCH review of all the groups is known. Therefore there will not be any further meetings until this is known.