



Minutes

Tenancy & Estate Management Forum 7th June 2011

Present:

Ennis Peck	(Chair)	EP	Kath Biddle	KBi
Phil England	(Vice-Chair)	PE	Jacinth Williams	JW
Frank Griffiths		FG	Robert Morrell	RM
Maria Hemphill		MH	Elisabeth Tiso	ET
Kevin Butt		KBu	Ruth Haywood	RHa

Nottingham City Homes:

Andrew Filer	AF	Kathy Mason	KM
Richard Holland	RHo		

Apologies:

Clive Thorpe, Jean England, Lillian Bird, Sue Stevenson, Ann Gardner, Sheila Thwaites, Cynthia James, Kim De Vergori, Tricia Quinn, Paul Martin

The meeting was opened at 17.30 by the EP.

Item	Commentary	Action
1	EP Apologies and Introductions See above	
2	EP Minutes from the last meeting	
2.1	The minutes of the last meeting were signed off as a true representation of the meeting.	
2.2	Matters arising: Item 4.1, page 2 <ul style="list-style-type: none">• A full list of estate inspections is currently being finalised with the Marketing team. This is now enclosed.• The involvement review is still ongoing. Initial proposals have now been shown to the project board, TLC and the	

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NCH Board, so a full report should be coming out soon.

- KBi confirmed the TRP are currently reviewing the quarterly rent statement.
- It was confirmed 3 star-rated estates are only assessed by the TSI team every 6 months, and they choose 2 'wildcard' streets to inspect each time they go out.

Item 6.2, page 3

- KM confirmed feedback was sent to the Home Office with regard to the ASB Consultation. Feedback was given by NCH, and a separate reply capturing customer feedback was sent from the involved body of NCH. As yet there has been no further information back from the Home Office, but KM will come to a future meeting when this has been received.

2.3

A discussion continued about rents. It was confirmed that despite receipts not showing what the current rent balance is, this information can be asked for at any point through the Rents Contact centre, online or by speaking with a Rent Account Manager. It was also confirmed that rent free weeks are noted on rent statements and on rent letters, but RHo added that he would organise an article in NCH News, will organise notices in local offices, and also get cashiers to be proactive on these weeks to advise customers.

For information, if you have a clear rent account, the two rent free weeks are:

w/c 29th August

w/c 26th December

Also to note, if a duplicate rent card has been issued, either card can be used, as the rent reference noted on the back of the card will be the same on each card.

A question was also asked about void cleansing in case rent statements were sent out after a tenant had left might be seen by new tenants. RHo advised these should not be issues if a tenant had left a property, but the void cleansing team remove all excess post at the end of the process before it is declared ready to let.

3.0 KM Drug enforcement, Police operation updates and benchmarking

3.1 KM introduced herself as the ASB Co-ordinator for NCH. KM advised that the benchmarking data had not been validated as yet, and therefore will present this information to a future meeting (see slides enclosed if you were not present at the meeting).

3.2 KM advised that a service review was done 3 years ago

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through consultation with tenants and leaseholders and with partners such as NCC and the Police. One of the findings from the review was the lack of promotion and communication re the outcomes and success stories, so this is something that NCH has made a conscious effort to improve over recent years.

- 3.3 JW requested clarification on the figures given on slide 3. KM advised NCH had been successful in gaining 67 possession orders. In a further 29 cases the tenant gave NCH Notice To Quit before the case went to court. This is estimated to have saved NCH in the region of £175,000 through not having to pay legal fees and court costs with the added benefit of the property being re-allocated to someone from the waiting list.
- 3.4 A question was asked about tenants who are sent to prison with regard to their belongings and re-housing. KM advised any remaining belongings considered to have value left in a property after an eviction date is stored for a minimum of 5 weeks. The tenant would also be placed on the suspension register for 3 years from the date they next applied for housing, which covers all Homelink partners as well. Applicants do have the right to appeal a decision to exclude them from the register.
- 3.5 A discussion also took place on whether tenants should be held responsible for the conduct of household members and visitors. KM advised it clearly stated in the tenancy agreement, that the named tenant is fully responsible for the conduct for others, including household members, visitors and guests.

4.0 AF Family Intervention Project (FIP)

- 4.1 AF advised that unfortunately Paul Martin (PM) was unable to attend the meeting, but has said that he will come along to the next meeting. He did ask for clarity on what information was required, as he has come to a previous meeting and talked about what the FIP is and does.
- 4.2 The Forum suggested PM covered:
- The findings of the service evaluation done in September 2010, looking at how well the project is working and the success rates achieved.
 - Potentially journey mapping a case, so they could see the process followed.
 - Funding for the project, and whether the service will be continuing in the current times of austerity.

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- 4.3 AF will pass this information on to PM to plan his presentation for the August meeting. **AF**
- 5.0 AF Performance update**
- 5.1 AF outlined the end of year performance figures for Housing Services. See enclosed sheet if you were not present at the meeting.
- 5.2 KBi commented that it was nice to hear the high figure for the number of tenants who have a zero or credit balance on their rent accounts. She also asked the question whether owner occupiers are allowed to move in to Sheltered accommodation if they wish, due to the large number of voids. RHo advised that this is only possible if they do not have sufficient funds to cover their own accommodation.
- 5.3 FG enquired whether there had been any update received with regard to the cuts in the Supporting People budget. RHo advised there has been no update as of yet. It has already been agreed with the same provision as currently received to be funded until the end of September 2011, but no further information can be given. KBi advised there is a TRP meeting in July, so asked if the information could be brought to that if it has been received. RHo confirmed this.
- 5.4 MH asked for confirmation on who could apply for Sheltered accommodation. RHo advised some schemes are designated for different circumstances, with some being 50+ and others being 55+. These are all currently being reviewed by NCH, NCC and other Homelink partners. This review is looking at potentially re-designating some schemes for different age ranges. The report will hopefully be concluded by the end of 2011.
- 6.0 All TEM sub-groups updates**
- 6.1 Updates were read out by representatives from the sub-groups. These are enclosed if you were not present at the meeting.
- 6.2 A question was asked with regard to buying a flat and becoming a leaseholder. RHo advised that any application or enquiry for this, Simon Temporal (Leasehold Manager) would visit to discuss all the elements of becoming a leaseholder. The right-to-buy section would also clearly define exactly what the applicant would be buying, showing the full curtilage of the property including any garden areas or other outside spaces.

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7.0 All Any other business

- 7.1 EP started the discussion as he has been looking at ways the Forum can be more effective and achieve outcomes. He handed out a form that he had devised giving people the opportunity to raise any issues and suggest items to be discussed at future meetings. The form (enclosed) gives the opportunity for NCH to make comment on the topic, and for it to be escalated to the TLC if the person raising the query is not happy with the reply. The form is not to be used in place of the 3C's process, but for wider issues and discussions that the Forum could take forward. KM and RHo expressed concerns over this overlapping with the 3C's process, so advised clear guidance notes should be developed, and also to ensure that it is discussed as part of the Involvement Review that is currently ongoing. RHo continued that interactive meetings achieve better results, and he could see how this could stimulate ideas, so suggested it is trialled (after agreement through Tricia Quinn). RHo also suggested the Forum invited Mark Sheldon to a future meeting to discuss the 3C's process. The Forum agreed. **AF**
AF
- 7.2 PE commented that scrap men have been going round the city wearing FHM shirts. He advised tenants are extra vigilant and to always check identification. If anyone is suspicious, please contact 0300 333 8100 to double check any credentials.
- 7.3 RHa also raised an issue of differing rent amounts being charged for similar properties within Duchess Gardens. RHo to discuss specific addresses outside of the meeting and investigate. Another point raised was that it appeared rent had increased on these properties by 83p per week since the digital switchover. RHO again to investigate. **RHo**
RHo

The meeting was closed at 19.28

Next meeting

9th August 2011
17.30pm
Boardroom, 14 Hounds Gate

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Action sheet

Meeting date 7th June 2011

Agenda Item	Page	Action	Responsible	By when?
4.3	4	Forward information to Paul Martin for his FIP presentation	AF	ASAP
7.1	5	Consult with Tricia Quinn re proposed new form	AF	ASAP
7.1	5	Invite Mark Sheldon to next meeting	TP	09.08.2011
7.3	5	RHo to investigate anomalies in rent charging at Duchess Gardens	RHo	09.08.2011
7.3	5	RHo to investigate changes to rent charging since the digital switchover	RHo	09.08.2011