

Minutes



Tenant and Leaseholder Congress (TLC) Forum

25th May 2011, Hounds Gate Boardroom

Present

Jean England (Chair)	JE	Kath Biddle	KBi
Sheila Thwaites	ST	Kate Bowley	KBo
Maria Hemphill	MH	Sue Stevenson	SS
John Riley	JR	Sheila Beale	SB
Linda Kerry	LK	Jacinth Williams	JW
Robert Morrell	RM		
Kevin Butt	KBu		

Nottingham City Homes

Eileen Bodell	EB	Tricia Quinn	TQ
Naomi Wright	NW	Amanda Schofield	AS

Apologies

Janet Glass	JG	Cynthia James	CJ
Alison Thorpe	AT	Clive Thorpe	CT

The meeting was opened at 6.00pm by the Chair

Item	Commentary	Action
1.0	Introductions, apologies and matters arising Jean England	
1.1	AS updated the TLC on the recruitment of the new Chief Executive (CE). The process is going well. The job specification reflected the requirement that the successful applicant possessed strong listening and communication skills and a strong commitment to tenant improvement.	
1.2	Veredus recruitment met with a number of tenants and NCH managers to discuss the recruitment and answer any issues and queries. Tenants talked to Veredus about the necessary qualities	

required in the new CE. LK reiterated that it is necessary that the new CE understands how to work with a diverse range of tenants and leaseholders. JW commented that the new CE needs to be happy to walk around the estates as Chris Langstaff did. AS confirmed that Veredus has a clear picture of what tenants and leaseholders want.

1.3 The interview dates are 29th and 30th June. TLC members will have the opportunity to meet the CE candidates. This date coincides with Cllr Jon Collins (JC) visiting the Forum. **The date for the next TLC is 29th June.** All

1.4 The Forum is to think about what the most important issues are to them and plan what is to be said to Cllr Collins. JR asked if the meeting with Cllr Collins should also be with the Board. TLC members felt that it should be a separate meeting as they are independent from the Board. All

2.0 Involvement Review Proposals

Amanda Schofield and Tricia Quinn

2.1 AS and TQ said much hard work has been involved in completing the Involvement Review and thanked members for their input. The emphasis has been on thinking about what is important to the tenant and leaseholder involvement movement and how this can be developed for the future. AS and TQ gave a PowerPoint presentation detailing the Involvement Review Proposals.

2.2 The TLC was split into 3 groups to have a 10 minute discussion about the findings concentrating on strengths, weaknesses, opportunities and threats. The group agreed with the findings in these areas.

2.3 AS presented the proposals to the TLC which were discussed by the group. TLC members welcomed the proposals and suggestions for the way forward. One member asked about the proposed academy and accreditation. AS confirmed that proposals include delivering courses which lead to a full, recognised accreditation will be given.

3.0 Tenancy Fraud

Eileen Bodell

3.1 EB gave a PowerPoint presentation updating the Forum on what the Tenancy Fraud Team achieved in 2010.

3.2 EB directly targeted the continued issue of sub-letting. As part of the tenancy agreement the prospective occupant agrees that they will be the sole tenant of the property. A misrepresentation of a tenants' circumstances is a violation of the tenancy agreement.

3.3 There are a number of ways EB can be directly notified about possible sub-letting including free text messages and a free fraud hotline service. The team can then start investigations; cross referencing and confirming information from the National Database to ensure a true representation of the occupants of the property has been given.

3.4 If sub-letting is confirmed, EB will work with the housing manager and court to obtain a possession order or the tenant is able to give notice

to quit.

- 3.5 The residency checks are also useful to identify vulnerable tenants who may need increased support. On occasion Social Services are involved to agree the best and most appropriate care package. The housing office is also informed and will work along with these tenants to assist.
- 3.6 EB confirmed that in 2010, a total of 18 properties were brought back into NCH possession from sub-letting with a further 2 with legal aid.
- 3.7 On 31st May EB's post will cease although the call centre can still obtain Experian checks and referrals can be directed to the housing office. EB confirmed that if sub-letting is suspected the local housing office should be informed and the relevant patch manager will investigate.
- 4.0 Preparation for future visit of Jon Collins, Leader of Council (AS & JE)**
- 4.1 The Forum is to meet 1 hour before the next TLC meeting to agree what is to be discussed with JC. The key priority issues are to be agreed.
- 5.0 AOB**
Jean England
- 5.1 A neighbour at Kingston Court received a leaflet through the door regarding caretakers to the building. On the reverse of this flyer there was a form asking questions about the age, sexual tendency, ethnic origin etc of the resident. AS was asked why this was. AS confirmed why we collect customer profiling data and explained the importance of ensuring that NCH do not discriminate against one particular group. The point was made that the terminology is not always understood on forms such as this. AS will continue to look into this matter. **AS**
- 5.2 LK asked if the % of disabled residents is known. The exact figures are unknown. AS said she will find out and feed back to the Forum. **AS**
- 6.0 Date, time and Venue of next meeting**
- Wednesday 29th June 2011
5.00pm Pre-meet preparation for meeting JC
Hounds Gate Boardroom



Homes and places where people want to live

TLC Forum
Action Sheet



TLC			Meeting Date	25 th May 2011
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Agenda Item	Page	Action	Responsible	By when?
1.3	2	TLC members will have the opportunity to meet the CE candidates.	All	29.06.2011
1.4	2	The Forum is to think about what the most important issues are to them and plan what is to be said to Cllr Collins.	All	29.06.2011
5.1	3	AS will continue to look into the matter of appropriate terminology.	AS	Ongoing
5.2	3	AS said she will find out the % of disabled residents within the City and feed back to the Forum.	AS	29.06.2011