

# Minutes



## Minutes of Tenants Rent Panel (TRP) Meeting held on Monday 28<sup>th</sup> May 2009 at 5.30pm at Board Room Hounds Gate

**Present:** Staff: Richard Holland Rents Manager (RH), Wade Adams Rents Operations Manager South (WA), Kay Gott Rents Operations Manager North (Minutes - KG), Ben Chilvers Rents Operations Manager Central (BC), Andrew Filer (Tenant and Leaseholder Involvement Officer) (AF). Ian Roper – Housing Benefits (IR).

**Tenants and Leaseholders:** John Riley (Chair) Kath Biddle, Jackie Brown, Elizabeth Tiso, Frank Griffiths, Linford Stevens, Dave Bennett-Bull, Ina McCallum, Kevin Butt, Dave Bennett-Bull, Cynthia James.

**Apologies:** Clive Thorpe, Alison Thorpe, Ennis Peck, Audrey Judson, Roy Lawson.

	Action
1 <b>Apologies.</b>	
2 <b>Minutes from last meeting and matters arising.</b> All agreed.	
3 <b>Matters arising.</b> None.	
4 <b>Rent Increase Notices.</b> Recent letter sent out advising of annual rent increase could potentially be confusing for anyone on receipt of Housing Benefit. Ben is to contact City Council who is responsible for sending out letters to ask if this could be made more clear.	BC
5 <b>Housing Benefit</b> Presentation by Ian Roper – Business Manager at Housing Benefit. This included an explanation of a new way of working being introduced by the HB section. A request was made that Ian report back to panel in three months time on the progress of this new system.	IR / RH
6 <b>Benefit Take-Up Campaigns</b> Report presented.	

Additional ideas provided by the panel were:

- o Community Centres
- o TRA meetings
- o Week of Action 1<sup>st</sup> June in St. Anns
- o Open Day 1<sup>st</sup> July Hope Centre Broxtowe
- o Leaflets in Job Centres
- o Doctors Surgeries
- o Housing Offices
- o Libraries.

**BREAK**

**7 Rent Incentive scheme evaluation.**

Report presented

Approval to continue scheme agreed.

Winners for this month drawn by panel members.

**8 Money Matters Roadshow Feedback**

Report presented.

**9 Jargon Buster**

Report presented.

Suggestion that this information be put on website.

**10 Performance Feedback**

We collected over three quarters of a million £ more than last year and did so by evicting less people.

Panel commented that it was nice to hear good news but questioned whether it was sustainable.

We are trying to provide realistic repayment methods and not evicting unless there is absolutely necessary. We will continue to be robust.

**11 Service Standards Review**

Report presented.

Suggestion that we add:

- o We will answer all queries promptly, courteously and efficiently.
- o If requested we will arrange insurance of tenants' property.

**12 Board Member Elections.**

Inform panel that there are vacancies on the Board and you are able to stand if you are of sound mind and have no tenancy breaches.

**13 Vision Management Feedback**

Report presented.

**14 Any Other Business**

RH asked if Julie Crook could be invited to the

BC

KG

next meeting to start the consultation and training on rent convergence. Agreed by Panel.

Asked if Ian Roper could attend Area Panels etc.

Confirmed that a member of the Rents Management Team would attend.

Request by Chair to change time of meeting to start at 6pm and finish at 8pm. Agreed.

15

**Next Meeting:**

**Monday 27<sup>th</sup> July 6pm - 8pm Houndsgate Boardroom**

RH

ALL