

# Minutes



## Minutes of Tenants Rent Panel (TRP) Meeting held on Monday 26<sup>th</sup> January 2009 at 5.30pm at Board Room Hounds Gate

**Present:** Staff: Richard Holland Rents Manager (Chair - RH), Wade Adams Rents Operations Manager South (WA), Kay Gott Rents Operations Manager North (Minutes - KG), Ben Chilvers Rents Operations Manager Central (BC), Rob Haque Central Rent Team Manager (RH), Andrew Filer (Tenant and Leaseholder Involvement Officer) (AF), Julie Crook Director of Finance.

**Tenants and Leaseholders:** Kath Biddle, Clive Thorpe, Roy Lawson, Alison Thorpe, Jackie Brown, Elizabeth Tiso, Ennis Peck, Peter Gibson, Frank Griffiths, John Riley, Cham Chisuko, Linford Stevens, Dave Bennett-Bull, Ina McCallum, Audrey Judson, eddie Johnson-Flint

**Apologies:** Cynthia James.

- |            |   | Action |
|------------|---|--------|
| <b>1</b>   | <b>Minutes from last meeting and matters arising</b>  |        |
| <b>1.1</b> | The future meeting dates that had been distributed with the minutes are incorrect – revised dates to be sent out by Andrew Filer.   | AF     |
| <b>1.2</b> | Performance – the details of current performance were distributed to the group prior to the meeting with the suggested amendments to the format from the last meeting.  |        |
| <b>1.3</b> | Evictions – a table showing the number of evictions carried during the year 07/08 and for the current year was available for everyone to read. The figures were also given for the number of people re-housed for these periods following an eviction. A request was made that these figures be broken down into North, South and Central. This will be available for next meeting. | KG     |
| <b>1.4</b> | No changes can be made to the photographs that appear in NCH publications. These have already been approved by the Communications Panel.  |        |

### Action

AF

KG

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| <p>1.5 A NCH DVD is now available and any group wishing to use it can contact Andrew Filer and he will provide a copy.</p>   | RH |
| <p>1.6 Proposed rent increase – a presentation was given by Julie Crook, Director of Finance explaining how the rent increase is decided. She advised that all Area Panels and the TLC have been consulted already on this subject. Members of TRP felt that they should have been given the opportunity to have an input earlier in the process. Therefore it was agreed that Julie will come back to a meeting in either September or November to consult on this process prior to next year's increase.</p> | RH |
| <p><b>2 Panel Structure.</b></p>   |    |
| <p>2.1 It was suggested that the panel elect a Chair and Vice-Chair to take control of future meetings and that terms of reference be established.</p>   |    |
| <p>2.2 Anyone interested in becoming Chair or Vice-Chair should contact Andrew by 13.2.09. Elections by sealed ballot will then be held at the next meeting on 23.2.09.</p>  | AF |
| <p><b>3 Former Tenant Arrears.</b></p>   |    |
| <p>3.1 Rob went through the items in the pack already distributed to panel members relating to the new procedures for dealing with former tenant debt.</p>   |    |
| <p>3.2 A request was made that the statistics are given as £s and not just as %s. This will be provided at the next meeting.</p>   | RH |
| <p>3.3 There was some debate about the usefulness of having a target. Decided that it is best to have a target in place.</p>   |    |
| <p>3.4 Also quite a bit of discussion surrounding the process after somebody has died, particularly where there is a joint tenancy. Issue was raised of problems with HB not having been updated with the correct information. It was suggested that it would be good idea for a representative from HB to attend a future meeting of the group.</p> <p>Also mentioned that there is a leaflet available which gives information and advice following bereavement.</p>   | RH |

#### **4 Incentives**

4.1 Ben gave details of previous winners of the prize draw.

4.2 This month's draw took place.

#### **5 High Profile Cases**

It was explained that during the course of the meeting we cannot discuss specific accounts or individual cases because of the data protection act.

#### **6 Rent Statements**

6.1 An example of a rent statement was provided for the panel to read. A suggestion was made that the total of the payments made should appear at the bottom. There is no minicom number etc as the samples were printed on plain paper – the actual statements go out on headed paper which has all necessary details.

#### **7 AOB**

It was agreed that there should be a special meeting regarding the rent-setting.

#### **8 Next Meeting**

**Monday 23<sup>rd</sup> February – 5.30pm  
Board Room, Houndsgate.**

RH