

# Minutes



## Minutes of Tenants Rent Panel (TRP) Meeting held on Monday 23<sup>rd</sup> February 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), Rob Haque Central Rent Team Manager (RH), Andrew Filer (Tenant and Leaseholder Involvement Officer) (AF),

**Tenants and Leaseholders:** Kath Biddle, Clive Thorpe, Alison Thorpe, Elizabeth Tiso, Ennis Peck, Peter Gibson, Frank Griffiths, John Riley, Linford Stevens, Ina McCallum, Audrey Judson, Eddie Johnson-Flint, Kevin Butt.

### Apologies:

- 1 **Introductions and Apologies**
2. **Minutes from last meeting and matters arising.**

Evictions – details distributed of numbers of evictions per operational area as requested at previous meeting.  
Rent increase – to be agreed by Councillors at a meeting tomorrow. Proposal is 5% increase.  
Rob gave details of previous prize draw winners and this month's winner was drawn.  
Rent statement – Rob brought example of rent statement to show that minicom number etc does appear at the bottom.
- 3 **Election of Chair and Vice Chair.**

There was a secret ballot of all members of Tenants Rent Panel in attendance and the results were read out by Andrew Filer.

Chair elected – John Riley  
Vice Chair elected – Clive Thorpe
4. **Standard Letters.**

An issue was raised that a previous meeting of the rents panel had spent a lot of time

### Action

reviewing the standard letters – were the ones now being used the outcome of this exercise?  
Richard Holland agreed to speak to Mark Lawson regarding this issue and bring the minutes of the relevant meeting to the next meeting.

RH

**5. Financial Inclusion Performance and Roadshow Update.**

KG gave update on FIO performance – figures distributed at previous meeting and gave update on Roadshow held in November 08. Next Money Matters Roadshow to be held on 29<sup>th</sup> April 10am – 4pm at The Council House.

**6. Performance Update.**

RH went through performance figures up to the end of January – presented as numbers and £s rather than percentages as previously requested.

Query raised regarding the amount of write-offs that are carried out. Figure to be provided for next meeting.

RH

Saturday opening for Housing Offices discussed. Requested explanation of escalation policy – agreed should bring details for future meeting.

All

**7. Any Other Business**

Copy of Service Standards requested – will be sent with minutes.

AF

Next Meeting – Monday 30<sup>th</sup> March 2009.

5.30pm

Houndsgate - Boardroom