

Minutes



Minutes of Tenants Rent Panel (TRP) Meeting held on Monday 30th March 2009 at 5.30pm at Board Room Hounds Gate

Present: Staff: Richard Holland Rents Manager, Wade Adams Rents Operations Manager South (Minutes - WA), Julie Crook Finance Director (JC)

Tenants and Leaseholders: John Riley (Chair), Clive Thorpe (Vice Chair), Cynthia James, Frank Griffiths, Ina McCallum, Alison Thorpe, Kath Biddle, Kevin Butt, Peter Gibson, Elizabeth Tiso, Linford Stevens, Audrey Judson, Jackie Brown,

Apologies: Ennis Peck, Andrew Filer (AF),

	Action
1	Minutes from last meeting and matters arising
1.1	RH advised that Standard Letters were discussed at TRP Meeting January 2008 and showed minutes with members who attended.
1.2	RH advised that Former Tenant Arrears are not written off and tenants are pursued for the debt once they are traced.
2	Rent Increase Process
2.1	JC explained the process and advised on NCH's position regarding the Government's rent decrease. It was suggested by TRP members that details are publicised in the Tenant's Newsletter so that tenants are kept informed of what is happening. Consultation documents are available for public view but JC will make sure they are provided to the TRP.
	TRP requested that all panels get together for two days for the consultation rather than trying to get members individually.
2.2	It was also suggested that Housing Benefit and NCH front line staff are kept informed.

2.3 TRP Members would like to know in future when the 28 day notice letters are sent as some tenants have stated they have not received them. It was suggested that the chairs of the Area Panels are also to be asked to monitor the letter arrivals and provide feedback.

3 Prize Draw

3.1 The Prize Draw was done by Alison Thorpe for tenants who pay by Direct Debit with a clear rent account.

10 Minute Break

4 Misc

4.1 The TRP invitation letter sent out by AF stated that refreshments will be available but there were none provided. RH will speak to AF about this.

4.2 A TRP member pointed out that she went to the NCH Contact Centre and that staff knew nothing about any forums when asked and that no leaflets were available with any information. RH will pass on the comments.

4.3 RH suggested inviting a Financial Inclusion Officer and Enforcement Officer to a TRP meeting so TRP members can be aware of what their job entails.

5 Forward Plan for 2009 - 10

5.1 It was agreed TRP members will take away the plan and it will be discussed at the next meeting to see what items can be brought forward such as the Equality Impact Assessment. Ideas are to be submitted to AF.

It was also noted that not all items on the plan need to be discussed and some can appear in the Tenant's Newsletter or information can be sent out.

5.2 It was suggested by a TRP member that the Financial Inclusion Roadshow goes into the community but there will be over 40 agencies attending so would be difficult to co-ordinate.

AF

RH

RH

RH

AF

5.3 TRP members would like to have someone from HB attend the next meeting to explain why so much information is needed when processing a claim.

RH

6 Case Study

6.1 WA gave presentation of the Rent Recovery Process from start of tenancy up to Eviction.

Meeting came to a close at 7.30pm

Date of next meeting: Thursday 28th May 2009 at 5.30pm in the Hounds Gate Board Room.