

# TRP Minutes



**Minutes of 'Tenant Rent Panel' Meeting  
Monday 28<sup>th</sup> September 2009  
6:00pm – 8:00pm  
14 Hounds Gate (Boardroom)**

Present (NCH Employees)

Richard Holland (Interim Head of Rents – **RHo**)  
 Benjamin Chilvers (Rent Operations Manager Central – **BC**)  
 Kay Gott (Rent Operations Manager North – **KG**)  
 Wade Adams (Rent Operations Manager South – **WA**)  
 Rob Haque (Central Rents Team Manager – **RHa**)  
 Andrew Filer (Tenant & Leaseholder Involvement Officer – **AF**) – minutes  
 Jill Slade (Financial Inclusion Officer – **JS**)  
 Denise Ferdinand (Financial Inclusion Officer – **DF**)

Present (NCH Tenants & Leaseholders)

John Riley (Chair – **JR**)                      Clive Thorpe (Vice Chair – **CT**)  
 Kevin Butt (**KBu**)                              Kath Biddle (**KBi**)  
 Frank Griffiths (**FG**)                        Eddie Johnson-Flint (**EJF**)  
 Alison Thorpe (**AT**)                         Ina McCallum (**IM**)  
 Linford Stevens (**LS**)

Minutes Item	Actions Summary	Action
4.0	Invite Enforcement Officers to make a presentation at a future meeting.	<b>RHo</b>
7.0	Write an article for NCH News highlighting the good work done by the rents team.	<b>RHo</b>

	Minutes	
		Action
1.0	<b>Apologies</b> Dave Bennett-Bull, Robert Morrell	
2.0	<b>Minutes of last meeting</b> Agreed by all to be an accurate record of the meeting.	
3.0	<b>Matters arising</b> AF advised of future consultation being delivered by the	

	Business Improvement Team. Details enclosed.	
	BC confirmed that the rent surgeries currently being held across the city are being monitored to confirm their usefulness. These will be reviewed in 6 months time.	
	RHo explained a report will be completed in January 2010 after the pilot of this protocol has been completed.	
	BC confirmed all future letters will be checked to ensure they are clearer.	
<b>4.0</b>	<b>Role of Financial Inclusion Officers</b>	
	<p>JS and DF presented on this item. Presentation and associated paperwork enclosed.</p> <p>The Financial Inclusion Officers make personal contact with each new tenant and existing tenants on a referral basis to provide support where it is required. They will sign-post to support agencies if further ongoing support is needed.</p> <p>DF added that outreach work is done where they go out to Shelter, hostels and community centres giving advice and support (this is all in the Vulnerable Persons Protocol that was mentioned at the July meeting).</p> <p>The panel agreed this is a very useful service, but wondered about further marketing and promotion of the service could be done. RHo added that it is a service NCH are proud of, and have made a real significance to the improvement within the rent figures.</p> <p>KBu stated that it is often that the clients need to be willing to help themselves otherwise the help will be wasted. He added that the Financial Inclusion Officer name is confusing as people will not understand what it means.</p> <p>RHo continued by asking if the panel would like an Enforcement Officer to come along to a future meeting to explain the role they have within the rents team. The panel confirmed they would like this.</p> <p>KBi asked whether any work was being done in schools also. AF advised that Claire Reeves (Involvement Officer) was currently doing a pilot scheme with William Sharp School where this advice is given. An InLiving game is also available for free download where people can play a game similar to 'The Sims'.</p>	<b>RHo</b>

<b>5.0</b>	<b>Area patch plans</b>	
	<p>BC presented on this item. Briefing note enclosed.</p> <p>Following a profiling exercise of the tenants of Nottingham City Homes earlier in the year, and collating the information on rent arrears, it was apparent different areas of the city and different people within the city had different issues. Draft area patch plans have therefore been devised targeting areas where there is a problem with high rent arrears, such as within high rise properties.</p> <p>The patch plans detail the information that has identified certain issues, and what NCH staff can do to try and help these problems.</p> <p>The patch plans are currently being reviewed by the Rent Account Managers, and when they have been completed will come to this panel for approval. Once finalised they will be signed by RHo, the relevant Rent Operations Manager, the Rent Account Manager for that area, and JR on behalf of the panel.</p> <p>CT raised the point that these plans should be rubber stamped by Tenant &amp; Leaseholder Congress as the top of the involvement structure. This was agreed.</p> <p>RHo explained that these plans show the commitment NCH have in trying to address issues across the city. He added that no individual cases are identified in them, they focus on the areas as a whole.</p> <p>FG also asked if this information can be cascaded down to the appropriate Area Panels for information. This was agreed.</p> <p>KBi added that the more people NCH can keep in tenancies the better, as it costs in the region of £4000 to evict someone due to the legal costs / repair costs / re-letting costs. She also queried whether language is a barrier to some issues we have. BC confirmed that where necessary translation services and interpretation services are used.</p>	
<b>6.0</b>	<b>Debt advice evaluation</b>	
	<p>RHa presented on this item. Summary and information sheet enclosed.</p> <p>The process for a referral to the service is predominantly dealt with by the Central Rents Team, with Rent Account Managers and Financial Inclusion Officers also sending referrals through. The service has also received Court approval, and is highly regarded.</p>	

	<p>AT asked whether any rectification notices had been received about the service through the Vision Management System. RHa advised that a handful of cases had been received, and all had been followed up by him personally. These cases had then been discussed with the debt advice service. The Rents management team receive approx 20-25 rectification notices each month. Once completed the Rents Management Team discuss these cases collectively to see if there are any trends that need resolving.</p>	
<b>7.0</b>	<b>Performance</b>	
	<p>RHo presented this item. Paperwork enclosed.</p> <p>The performance data show that the rents team are currently ahead of target , with the exception of the number of evictions carried out. RHo added that this figure is slightly distorted, as the way NCH deal with abandoned properties has now changed, and they are now done through the eviction process.</p> <p>RHo also advised that the number of tenants owing over 52 weeks of their net rent, is now only 4 across the whole city. These cases are historic, and are now being monitored closely to ensure repayment plans are kept up to date.</p> <p>CT expressed his congratulations to the rents team for all their hard work. He also recommended an article is written for NCH News showing where we were last year, compared to where we are now, to show everyone how well things are working. This was agreed.</p> <p>RHo advised that the rents team have an away day next week, so thanks will be passed on. He also passed on his tanks to the panel, as they have had an input, coming up with initiatives such as sending a 'thank you' to tenants for paying their rent, and also for doing a prize draw.</p>	<b>RHo</b>
<b>8.0</b>	<b>Prize draw</b>	
	AT conducted the prize draw this month.	
<b>9.0</b>	<b>Any other business</b>	
	JR asked for any ideas for a different name for the Financial Inclusion Officers can be brought to the next meeting.	
<b>10.0</b>	<b>Next meeting</b>	
	Monday 30 <sup>th</sup> November 2009, 6pm – 8pm Boardroom, 14 Hounds Gate	

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