

Minutes

**Minutes of 'Tenant Rent Panel' Meeting
Held On
Monday 30th of November 2009 18:00 – 20:00
@ 14 Hounds Gate (Boardroom)**

Present (NCH Employees)

(Richard Holland (Interim Head of Rents - **RHo**)
 Kay Gott (Rents Operations Manager North – **KG**)
 Benjamin Chilvers (Rents Operations Manager Central – **BC**)
 Wade Adams (Rents Operations Manager South – **WA**)
 Steve Richards (Enforcement Officer North – **SC**)
 Janet Glass (Business Planning – **JG**)
 Andrew Filer (Tenant & Leaseholder Involvement Officer – **AF**)
 Mercy Phillips (Business Admin Apprentice – **MP**) - **Minutes**

Present (NCH Tenants & Leaseholders)

John Riley (Chair - JR)	Robert Morrell (RM)
Kevin Butt (KBu)	Kathy Biddle (KBi)
Frank Griffins (FG)	Elizabeth Tiso (ET)
Jackie Brown	

(Minutes Item)	Actions Summary	Action
1.0	Apologies Linford Stevens, Clive Thorpe (Vice Chair), Allison Thorpe, Julie Crook (NCH)	
2.0	Minutes of last meeting Agreed by all to be accurate record of meeting.	
3.0	Matters arising BC Presented this item and explained how Court costs have come down from £206 to £100 per court case. He also explained the Rent Manual alterations that have been made to the traffic lights system and what actions are being taken to reduce rents arrears.	

BC Explained the process by via a PowerPoint presentation. He also said that home visits by RAMs (Rents Account Managers) are being done and the correct procedure is being followed.

There followed some discussion regarding the processes described by BC.

Business Plan Priority

JG Explained what are the business plans priorities and aims for the next twelve months. The proposal for NCH has been set up as for three years and NCC has agreed to it.

JG put forward three questions below and asked for any suggestions and ideas, these were:

The aims are to determine what is important in terms of financial priority for the next three years?

What are priorities for going forward?

What do you think matters in moving forward?

JB Suggested that the only people to be involved are tenants who pay full rent or part of their rents.

JR disagreed and by saying that this was discrimination for people on benefits which was also agreed by all.

RM Stated that level of rents are important and that was why rent charges keep going up. He suggested that tenants should be able to know how their money is spent. RH stated that this had recently been reviewed by TRP. He also suggested that letters should be written in understandable words

KBi Asked if the Warm, Secure and Modern is going to be affected due to recession. She also explained that there is lack of communication between staff especially in the call centre; she reported a repair but to get two workmen in two different days because the first call had been input with the wrong information hence making another appointment for the right job.

RHo Explained that the government has set a target for that until 2013

RM Suggested that call centre staff should be given more training.

KBu Expressed concern about the NCH internet which he explained that it has too many mixed messages and there was no up to date information, he said more information should be available on line.

JG Agreed and said she will look into the matter.

JG

RM Said the website is quite confusing and needs a revamp.

JG Agreed that she will take feedback and recommendations and let all know in the next meeting.

JG

4.0 Enforcement Officers

SR Presented on this item.

The Enforcement Officer is the face NCH/NCC in court and in the eviction process due to rent arrears.

He said if a tenant is in breach of their tenancy agreement, it is a contract between NCH and the Tenant and if the tenancy is broken due to non payment of rent and all channels have been followed, then the last resort becomes the eviction, however some cases are necessary.

He explained that eviction is not cost effective because it takes up to 26 weeks before a tenant can be evicted.

He explained the different types of tenancies and what the procedures are for we eviction and ways to help the tenants.

KBi Asked how long introductory tenants have before they are served with a Noppit.

BC Said it would be the same process as a secure tenant.

SR Explained that NCH try to engage with some tenants whereby they are invited to court to see how they can be helped.

SR Explained NCH takes twenty five cases at a time to keep costs low. He and the other two Enforcement Officers prepare the case and mentioned if anyone knows somebody due to go to Court, they should advise them to attend where they can meet with a duty solicitor

5.0 AGM

RHo Explained the aim of TRP and the AGM need to be advertised for fourteen days in order for people to put their names forward. This will be put in housing office, NCH website and nomination forms request form will be sent out with the minutes for the meeting.

He continued to explain the process of the ballot whereby **JR** (Chair) and **CT** (Vice Chair) will have to resign and ballot will be held.

AF

6.0 Performance

RHo Explained the progress on rent performance for the last

four years. He continued to explain that rents arrears have come down to 2.56 million which is a big improvement in the past year. He said if more rent is collected this means there will be more money available for things to get done.

JR commended the good work done in rent performance

RHo Presented the performance chart with Southglade having the lowest debt and Aspley with the highest debt.

KBu suggested that he will find the rent performance graphs useful if he knew how many people were living in an area.

KG Also suggested that if the number of household debt could be included, this would also be helpful, **KBu** agreed.

RHo continued to explain that cases going over seven weeks rent are coming down.

Six years ago arrears were £10 million and debts have gone down now significantly.

RHo

KBi Asked if there was a way to get back arrears even after tenants have been evicted

BC explained we are already going through debt collection agencies who trace former tenants.

7.0 Building New Homes in Clifton

JR Informed the panel that the government has given money to NCH to build eight houses in Clifton

8.0 Prize Draw

RM conducted the prize draw this month.

9.0 Time & Date of next Meeting

Monday 15th February 2010, 6pm – 8pm.
Boardroom, 14 Hounds Gate.