

Minutes

**'Tenant Rent Panel' AGM
Monday 15th February 2010 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**)
 Rob Haque (Central Rents Team Manager – **RH**)
 Cheryll Rawling (Tenants and Residents Officer – **CR**)

Present (NCH Tenants & Leaseholders)

John Riley (Chair - JR)	Robert Morrell (RM)
Kevin Butt (KBu)	Kath Biddle (KBi)
Frank Griffins (FG)	Elizabeth Tiso (ET)
Linford Stevens (LS)	Clive Thorpe (Vice Chair - CT)
Dave Bennett-Bull (DBB)	

(Minutes Item)	Actions Summary	Action
1.0	<p>Apologies Alison Thorpe, Jackie Brown</p>	
2.0	<p>Minutes of last meeting</p> <p>Agreed by all to be accurate record of meeting.</p>	
3.0	<p>Matters arising</p> <p>Page 1 FG stated that Steve Richards initials are SR not SC, He asked why RHo was listed as 'interim'. RHo explained that his post was interim, and, he was also covering voids as well as rents.</p> <p>Page 2 FG questioned why the minutes only noted some discussion regarding the processes described by BC, when there was actually a lively debate with relevant points raised. RHo confirmed that existing arrangements are still taking place; any proposed changes will be brought to the panel.</p>	

Page 3.

JG agreed that to feedback and forward recommendations to the panel but there has been no feedback. RHo stated that he would get an update from JG and feedback through the minutes.

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RHo action. There will be an update on performance at the next meeting.

7. JR informed the panel that NCC are building another 23 properties in Bulwell and Bilborough.

4.0 AGM process/Constitution

4.1 The voting rules were explained to the panel members. Nominations would be taken from the group as no nominations had been received for Chair and only one received for Vice-Chair.

4.2 The Constitution was not changed or adopted because NCH are currently carrying out a compact review which could impact on the current constitution. LS stated that he would like to know the date the original constitution was signed

4.3 KB asked what the panel membership was classed as. CR stated the membership of the Panel was classed as the current attendance list.

4.4 FG asked if the compact review group could look at electing Officers for a longer period. I.e. 2/3 years. CT replied that every aspect is being looked at by the review group. RM asked that 'or as required' should be added to 4.11.

5.0 AGM Ballot for position of Chair and Vice Chair

5.1 The Chair and Vice Chair stood down and RHo took control of the meeting. RM stated that the names of the candidates should be sent out in advance.

RHo asked for nominations for Chair. Both JR and CT put themselves forward. JB was the only nominee for Vice Chair and was elected unopposed. JR and CT were asked to leave the meeting momentarily whilst the voting process took place. Some concern was shown over the amount of panels/forums an individual can Chair. CT was elected by a majority of 3 votes to 2.

6.0 Welcome and Introduction to the new Chair and Vice Chair

6.1 RHo Thanked JR for his hard work in the past year and stated that the panel had made big strides under his Chair ship. CT was welcomed and asked to Chair the remainder of the meeting.

RHo to get update from JG and feedback through the minutes

CR to send Constitution date to LS

7.0 Forward Plan

- 7.1** KBi stated that the date of a future meeting was a bank holiday. RHo said that the date would be changed and sent out with the minutes.
- 7.2** KBi stated that there was a clash of meetings and this should be bought up at the TLC.
- 7.3** RHo stated that it was vital that the panel look at the rents setting process
- 7.4** DBB stated that panel members need to be proactive and have a process whereby members can submit items for the agenda a fortnight before the next meeting.
- 7.5** KBi asked for someone to talk about the amount of cash taken at the various housing offices. RHo stated that after the Guildhall, Bulwell Housing Office was the biggest rent taker. KBu asked why Bulwell was the second largest. RHo suggested that people from other areas use Bulwell as a place to shop. FG said that the situation in Area 4 was that the Mary Potter Centre would be taking rent for at least another year and agreed with KBi that the item should be on the next agenda. RHo said that he was happy to supply the figures at the next meeting.
- 7.6** FG requested information on Council Tax. RHo said that he would check that the information was available.
- 7.7** LS suggested that the best way to pay was by a bank card that did not show account numbers. CT said that he would get together with RHo and look at various payment methods and also bank charges.
- 7.8** DBB stated that there was a need to counterbalance savings with customer requirements. A lot of people do pay by cash. If the panel had the figures on how people paid it would put them in a stronger position.
- 7.9** RHo suggested that the panel should hear from and scrutinise the debt advice service.
- 7.10** The panel would like Julie Crook (JCr) to talk about the rent increase and how it works.
- 7.11** KBi suggested getting a guest speaker from the CAB. RHo said that he was happy to invite CAB and welfare rights but felt that the debt advice service who run nearly 200 surgeries a month are in a better position to talk about tenant debt. The position is that if a tenant can't pay, NCH will help them. If the tenant wont pay NCH will take action.

7.12 CT would like to invite the credit union. RHo replied that they look at loan funding and could work with NCH.

7.13 KBI asked apart from the roadshows, what could be done about the millions of pounds in unclaimed benefits. RHo replied that the last money matters magazine contained a colour coded breakdown. NCH were also looking to do a campaign on the buses and trams in the near future.

7.14 KBU that there was no system for bereaved people. NCH should follow up and give support. RHo said that the bereavement process was a paper chase process by other agencies. NCH are looking at getting trained volunteers into sheltered schemes to do benefit checks to make sure that people are getting their correct entitlements. FG suggested that this should be done by the Scheme Manager. KBU stated that there were some situations whereby direct debit payments have not been stopped when a person has died. RHo stated that Housing Benefit ceases upon death. Another money matters magazine will be coming out soon and can contain a special one off on bereavement.

7.15 CT asked if any of the panel members had ideas about other guest speakers that they contact either RHo or himself. DBB asked that if there were guest speaker, could they limit the amount of slides that they use.

7.16 RHo and Ct will meet up to discuss and suggest future agenda items.

8.0 Any Other Business

8.1 RH asked about errors in the direct debit process that are the fault of the company. RHo said that NCH will recompense an individual if the fault was proved to be on the part of the company.

8.2 JR asked why cash wasn't taken at Houndsgate. RHo replied that the Guildhall is the biggest cash taking facility in the City.

8.3 CT wanted to know if the cash taking facility was being kept at the Guildhall or moved with other Nottingham City Council services. RHo responded that no decision had been made.

8.4 KBI asked if 29,000 letters were being sent out to tenants, how many were expected to reply. RHo stated that every tenant was entitled to respond. KBI asked if the panel could know how many tenants had replied. RHo said that he was happy to ask Mark Lawson (ML). FG asked if ML could attend a panel meeting.

9.0 Time & Date of next Meeting

Monday 12th April 2010, 6pm – 8pm
Boardroom, 14 Hounds Gate