

Minutes



Minutes of Tenants Rent Panel (TRP) Meeting held on Monday 7th June 2010 at 5:30pm at Board Room Hounds Gate

Present (NCH Employees)

Wade Adams (Rent Operations Manager, Minutes - **WA**)
Ben Chilvers (Rent Operations Manager - **BC**)
Margaret Tingey (Credit Union Development Officer - **MT**)

Present (NCH Tenants and Leaseholders)

Clive Thorpe (Chair - CT)	Frank Griffiths (FG)
Alison Thorpe (AT)	Kath Biddle (KBi)
Kevin Butt (KB)	Elizabeth Tiso (ET)
Linford Stevens (LS)	Ennis Peck (EP)
Dave Bennett Bull (DBB)	John Riley (JR)

Apologies: Andrew Filer (**AF**), Kay Gott (**KG**), Richard Holland (**RH**), Robert Morrell (**RM**), Jackie Brown (**JB**)

- | | Action |
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| 1.1 | |
| 2 | |
| 2.1 | |
- 1** **Minutes from last meeting**
- 1.1** CT opened the meeting. The minutes were agreed to be an accurate record of the meeting.
- 2** **Matters Arising**
- 2.1** Item 4.5
FG wanted to know how long Purdah lasted. BC explained it was only for the time leading up to the election and it is now over.

2.2 Item 4.4

KB wanted to know how customers are being notified about the Home Collection Service coming to an end. WA explained all customers are being contacted by Rent Account Managers who are visiting all tenants who have a rent collector to personally promote and explain all the other various methods of paying their rent such as PayPoint, Post Office and by Direct Debit. WA also explained all rent arrears cases are monitored weekly so if any tenants fall into arrears then they will be contacted and supported to ensure any problems they have are addressed.

2.3 Item 4.6

FG mentioned that PayPoint outlets do not accept payments by cheque. BC stated that he had spoken to Mark Lawson (ML) who was aware of this and will ensure that when PayPoint is promoted, Nottingham City Homes customers are aware of this.

2.4 Item 4.13

FG stated he knows at least three people living in sheltered accommodation where Direct Debits have gone wrong. It was requested this was raised an agenda item at the next meeting.

FG

3 **Talk on the Nottingham Credit Union**

3.1 MT gave a talk about the Nottingham Credit Union (NCU), explaining it is made up of 18 staff, 5 of which are full time and the rest are volunteers. They are a co-operative group run by a board of volunteers which are elected every four years.

3.2 Nottingham City Homes are one of their partners. NCU provide savings and loans for customers at competitive rates and also provide money training and financial education. The idea of the NCU is to contribute to the local community and provide an ethical service which avoids customers borrowing money from doorstep lenders or applying for store credit, where APRs are usually much higher.

3.3 MT will e-mail WA with the presentation slides to be included with the next set of minutes. MT was unable to give the presentation due to technical difficulties. Margaret's direct contact number is 0115 828 3216

****10 Minute Break****

4 Rents Away Day

4.1 WA talked about the Rents Away day and elaborated on the information provided under ITEM 5.

5 Performance

5.1 BC discussed performance and invited any questions or comments from the panel about ITEM 6. Panel requested information to be provided for the end of the first quartile at the next TRP, on how Nottingham City Homes are performing against other organisations of the Northern Benchmarking Group.

5.2 BC explained the work which he is doing for the ISO accreditation and that he has recruited a team from the rent section including Rent Account Managers, Financial Inclusion Officers and Enforcement Officers, to have an input on the processes. BC requested two volunteers from TRP to join the team in a role which will mainly consist of looking over the processes to make sure they are plain and understandable. KBi volunteered and EP said he will be involved if no one else volunteers once all absent members have had a chance to read the minutes. Any member who wish to volunteer to contact BC directly.

5.3 FG suggested involving Scheme Managers but BC advised they are not needed at this early stage.

6 Prize Draw

6.1 AT and JR did the prize draw for April and May 2010.

KG

ALL

7 Any Other Business

- 7.1** KBi advised her gas and electricity supplier has a discounted tariff for their customers who are in receipt of pension credit. It was discussed that a lot of utility companies do have such tariffs but they are not widely publicised. KBi suggested something is put in the next Money Matters magazine to advise customers to contact their utility companies to see if they are entitled to any reduced tariffs.

Meeting came to a close at 7.30pm

8 Time and date of next meeting

Monday 26th July 2010
5:30pm – 7:30pm

RH