



MINUTES OF THE HOUSING MANAGEMENT MONITORING GROUP

2nd September 2009, Brooks House, Bailey Road

Chair Mr A Straw Newark and Sherwood Federation

Present

Mrs K Carter	Bailey Road/Thoresby Avenue TRA
Mrs V Wright	Collingham TRA
Mrs T Astill	Senior Income Management Advisor
Mrs J Dickenson	Supported Housing
Mrs T Keeley	Choice Based Lettings Team Leader
Mrs C Baker	Newark and Sherwood Homes
Mrs K Willis	Newark and Sherwood Federation
Mrs C Clark	Farndon TRA
Mr J Franks	Federation/Lovers Lane TRA
Mrs V Reynolds	Customer Service Clerical Assistant (Minute Taker)

Item											
<p>1. <u>Apologies</u></p> <table border="0"> <tr> <td>Mr G Tomlinson</td> <td>Federation/Rural TRA</td> </tr> <tr> <td>Mr M Tracey</td> <td>Lowdham TRA</td> </tr> <tr> <td>Mrs L Collier</td> <td>Supported Housing Manager</td> </tr> <tr> <td>Mrs J Davidson</td> <td>Estates Manager</td> </tr> <tr> <td>Mrs B Hope</td> <td>Customer Access Manager</td> </tr> </table>	Mr G Tomlinson	Federation/Rural TRA	Mr M Tracey	Lowdham TRA	Mrs L Collier	Supported Housing Manager	Mrs J Davidson	Estates Manager	Mrs B Hope	Customer Access Manager	
Mr G Tomlinson	Federation/Rural TRA										
Mr M Tracey	Lowdham TRA										
Mrs L Collier	Supported Housing Manager										
Mrs J Davidson	Estates Manager										
Mrs B Hope	Customer Access Manager										
<p>2. <u>Minutes of Last Meeting and Matters Arising (4th February 2009 and 22nd July 2009)</u></p> <p>4 February 2009</p> <p>4. <u>Lifeline Update</u></p> <p>4.1 RW asked if 28 Bailey Road (should be Breamer Road) had been done. VW asked if Linley Close, Collingham disconnected – J Dickenson to look into and feedback to VW. JD</p> <p>5. <u>Supported Housing</u></p> <p>5.1 VW expressed concern regarding various properties on Howes Court, having problems – Ongoing. Blocks 50-58 having lots of problems – alcoholism etc. TK said work is being done to address problems. 53 is a recovering alcoholic – TK looking into. JF raised someone who's living at 9 Queens Court, wants wetroom removed. TK looking into, and will feedback to JF. TK TK</p> <p>6. <u>Performance</u></p> <p>6.5 JF expressed concern regarding empty properties. TK answered.</p> <p>4. <u>Any Other Business (10th June 2009)</u></p> <p>4.1 JF raised Tenancy Breach Notices – no feedback. Abuse against Street Wardens not good enough. JD has got standard letter, but if Staff don't say anything, she can't do anything. JD to speak to team. JF would like to see follow up. JD spoke to team. CB collating information, to bring to next meeting. CB</p>											

4.3 Tenant Mileage – not gone smoothly, JD to speak to JF & KW. Now sorted JF to Contact JD. TK to ask JD to contact VW.

TK

22 July 2009

3. REMEDI

3.1 Fed withdrawn support. KW asked for feedback from JD.

JD

4. No Rent Due Weeks

4.1 TA handed out rent decrease calculations 2009/10 and explained, asking tenants via surveys when would like rent free weeks. JD asked why looking at – TA said been identified as a task. Trying to increase customer confidence. Have to consult where we have rent free weeks. TS said still confusion, rent 52 weeks crammed into 48 weeks. Asked for more literature to be sent out.

4.4 JD suggested going to a Fed meeting, and give surveys to chairs of TRA's. KW not heard anything – survey's out.

5. Performance

5.3 GT asked if 68 Alexander Road, Farnsfield let, noted as empty on the 28 May Walkabout – MB to investigate. MB fed back to GT.

6. Any Other Business

6.1 Housing Officer list on JD's desktop to check, once ready will distribute. VR bought with Performance.

Meeting 2 September 2009

3. Housing Register Renewal

3.1 TK explained. Everyone on the Housing/Transfer list has been written to. In June there was just under 10,000 people registered. The first letter went out a few months ago – good response, 4,058 people responded, 700 people want to be removed.

3.2 6,000 applications cancelled as didn't respond, won't be informed again, as contacted twice.

3.3 If any queries regarding application being cancelled as not replied, there has to be a good reason (i.e. not can't be bothered) – TK will re-instate. If not a good reason, will have to re-apply.

3.4 All Applicants will be written to again with new application form, with regard to new policy, and will be assessed against new policy.

4. No Rent Due Weeks – Update

4.1 TA explained. It's been decided when Homes from Homes goes out, there will be an insert for people to tick boxes – there will be 4 options:

- Stay as are
- No rent fazed out
- 2 weeks at Christmas/2 weeks Financial year
- 4th option not sure

<p>4.2 TA still waiting for draft.</p> <p>4.3 VW asked if changed to no rent free weeks, how it would affect direct debits. TA explained as spread over 12 months, makes no difference.</p>	
<p>5. <u>Performance</u></p>	
<p>5.1 JF enquired about no dogs policy. TK explained list of dog free areas. TK to provide list.</p>	TK
<p>5.2 Is it a breach of tenancy if move in with dogs, in a dog free area? 23 Tithe Barn Court, 17 Lovers Lane (mutual) and 7 Lovers Lane got dogs. TK to investigate.</p>	TK
<p>5.3 TS congratulated TK on advertising, done what was asked. TK to feedback to team.</p>	TK
<p>5.4 Chris C thought all properties are advertised, as properties in Farndon not being advertised. TK explained that some properties are removed due to Management Transfer, i.e.</p> <ul style="list-style-type: none"> • in tenancy no rights to live at property • living with mother, and mother passed away, offered another property • domestic violence, serious victims of ASB 	
<p>Also, odd properties pulled from advert. JF bought up property in Edingley on behalf of Graham Tomlinson, TK aware the problem is getting worse. TK looking into.</p>	TK
<p>5.5 TK explained list is only for each property. KW asked for it to be worded differently, i.e. being told your second on the list, people automatically think that applies for every property. TK to re-iterate to Officers.</p>	TK
<p>6. <u>Any Other Business</u></p>	
<p>6.1 VW wasn't happy with how letters were addressed. J Dickenson explained it's how they are generated from the computer. VW asked for it not to happen again. J Dickenson to request it doesn't happen.</p>	
<p>6.2 Rents – prize draw all tenants should be entered. TA to speak to P Miles</p>	
<p>7. <u>Date Of Next Meeting</u></p> <p>14th October 2009, Brooks House, Bailey Road, Newark</p>	