



NEWARK AND SHERWOOD HOMES

Minutes of the Housing Management Monitoring Group

21 April 2010, Brooks House, Bailey Rd, Newark

Present:

Tony Straw (Chair)
Kate Carter
Maurice Tracey
John Franks
Julie Davidson
Graham Tomlinson
Trish Astill
Chris Clark
Jean Dickenson
Vicky Reynolds (minuter)

Federation
Bailey Rd/Thoresby Ave TRA
Lowdham TRA
Federation
Newark and Sherwood Homes
Federation/Rural TRA
Newark and Sherwood Homes
Farndon TRA
Newark and Sherwood Homes
Newark and Sherwood Homes

Minutes of Meeting

- | 1. Apologies | <u>ACTION</u> |
|---|--|
| 1.1 Bev Hope, Lynne Collier and Tanya Keeley | |
| 2. Matters Arising from Previous Meeting | |
| 2.1

(2 Sept)
Item 5.2 | Dog Free Areas - JD received no clarification from NSDC, suggested manage review, thinking of passing to Service Inspection Team. Decision who's going to review dog free areas. JD |
| | Leases also need reviewing regarding this issue - JD to bring current list to next meeting, as going to look at as a group. Start process, could put on TRA agendas. JD looking at background work. JD |
| 2.2

(2 Sept)
Item 6.2 | Direct Debit prize draw stopped, TA bought copy of last rent statement letter, no mention of draw. |

- 2.3 (21 Apr) Item 4.1 CBL Policy Update – MB explained very well. With NSDC lot of groups not happy with band 3 and 4.
- (21 Apr) Item 4.2 Local Lettings Policy – banding changed priority hasn't. GT bringing medical book for JD to read.
- 2.4 (21 Apr) Item 5.4 BV212 - TS mentioned that feedback for applicants when their bid has not been successful can sometimes be misleading. MB to explore putting an explanation on website and in newspaper – No feedback JD to chase MB. JD/MB

3. Performance

- 3.1 HD4
Under target due to PNC5, can't improve due to how the calls come through system. Asked for target to be changed.
- 3.2 HD15 & 18
No issues raised
- 3.3 BV66a
Looking good
- 3.4 BV212
JD to clarify target, group feels 11 days is ambitious.

JD mentioned Performance may well change due to IBS.

4. Any other Business

- 4.1 JF asked about new tenants causing problems, how long does it take to get them evicted? JD asked if got evidence, i.e. diary sheets. JF to give JD names and addresses. JD/JF
- 4.2 TS received a phone call on the 21 April from a tenant in Southwell re safety regulations at Burgage Close. Jean D explained, tenants have been spoken to explain what's happening. TS suggested it be explained clearer, put posters up where can get mats from. GT asked if safety glass on pictures, Jean to look into. Jean
- 4.3 Removals - £300 for Changing Places not much use, needs upgrading to include removal expenses or higher amount would encourage people. JD suggested looking at background information and bring back to next meeting. TA to give JD some figures. Had problems with this as people haven't been paying rent who are changing places, time limit should be implemented. TA/JD
- 4.4 GT mentioned new tenant wants a lifeline but has no telephone line, who pays for it? NSH not putting anymore in, now tenant's responsibility. What happens on existing tenancies when refused at beginning, now wants one, tenant has to install.

- 4.5 VW mentioned Community Centre at Bailey House non-resident booked can non-residents book Community Centres? Jean to investigate, thinks it could be the Social Committee, feedback to VW. **Jean**
- 4.6 GT informed Jean that surgeries commencing in Edwinstowe, to be tagged onto back of Edingley's surgery.

Private resident lives next door to NSH tenant, private resident thinks NSH isn't doing anything, now applied to go on housing register what priority would they be given? KC to give details to JD **JD/KC**
- MS raised 4.7 and 4.8
- 4.7 Issues with new banding, tenant getting in touch with her, MS would like somebody to write to tenant to explain, as wants them off her back. JD said everybody has been written to. JD to look into and write to re-iterate information again. **JD**
- 4.8 Payment of Lifeline – on Benefits don't pay, not on Benefits pay. Lifeline payment added onto rent. Ruling if major slip and somebody hasn't taken lifeline money as should have done tenant in arrears. Tenant goes to pay rent told sorry can't take your rent, needs to see somebody goes into office and told owes over a year and on Benefits. TA explained to MS being dealt with.
- 4.9 Car park at Fed is being built on at the beginning of June, access only for people who live in the area. MS suggested parking at the Hawtonville office.
- 5. Date of Next Meeting**
- 5.1 **30 June 2010 at 10am @ Brooks House** **ALL**