**Present**: Genette Pinwell, Chair & West Kent HA; Anthony Crossley, Ashford BC; Tom Harding, Medway Council; David Edie, Dartford BC; Felicity Dunmall, GCHA; Matthew Eddy, MHS Homes; Linda Smith, Kent Public Health; Terry Spillard, Optivo; Keith Cane, TCH; Sophie Hargreaves, Clarion HG; Rebecca Smith, KHG

**Apologies:** Vitra Cummins, TCH; June Heslop, Southern Housing Group; Helen Sudbury, Golding Homes

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| **Reference** | **Notes/Outcome** | **When** | **Lead** | **Action/Decision** |
| **Lettings, Voids, MEX** | FD advised that issue with joint signatures on DocuSign, ME advised that it is possible it is how the form is built on the system. TH advised that had some impact with Secure Tenancies as advised by Legal Department that Secure Tenancies need to be witnessed, this is the same for Successions (Deed of Assignments). DocuSign is paid for by an envelope system, ME advised that the allocation of capacity is used as much as possible to enable value for money. AC asked about the Core Sheet completion, it was agreed to have this on the agenda for the next meeting.  SH advised that Clarion HG have undertaken one MEX inspection, following guidelines about how to conduct this, the approach to PPE – hand sanitizer, choice of gloves if they wish, masks are optional and not provided by Clarion HG. GP advised that have had some feedback from their Insurance, issuing a key PPE box for each officer who will be visiting, making it mandatory to wear a mask and gloves, with a 2 meter rule followed, so insurance cover was part of the consideration for WKHA.  AC advised that Ashford BC have PHE in their Civic Centre and have shared a good flow chart for PPE and have based their risk assessment on and with the insurance officer. The issue for Ashford is the move, for lettings there is a deep clean undertaken but this may not happen between tenants. ME advised that MHS have left this with the tenant to take ownership of the risk, make clear to the tenants.  TH advised that Medway view this as an exchange between tenants and down to them to take the risk.  DE commented about feedback about why officers are not seen or visiting but contractors are. There is an issue about being safe and protected but need to find a way forward. FD advised that have a tenant who was due to move via MEX but has been delayed who is raising concerns about the impact of the delay, GCHA are now considering how to move this forward in a safe way.  SH to share the risk assessment via RS. ME advised that MHS reliant on photos and that the building is structurally sound. WKHA are testing the Arogment Virtual Software for inspections, an overlay process, happy to share the feedback on this at the next meeting and advise of the software.  RS updated colleagues the Kent Homechoice are keen to develop a guide or tutorial of information to have on their website about virtual viewings and this will be discussed at their next meeting on the 17th June. RS to feedback that KTMSG colleagues would be happy to help develop this guide. | **ASAP**  **17/6** | **ALL/**  **RS**  **RS** | **Colleagues to share any updated procedures about MEX or lettings via RS**  **RS to feedback next steps following KHC Board meeting** |
| **Income Protection** | Government have confirmed following a review that a further two month extension for a stay on all evictions. WKHA have finalised their income campaign materials and will share via RS for colleagues.  GCHA seeing small spikes in arrears levels but the team are constantly engaging with tenants, weekly calls, do have some who are using the ban to pay a minimal amount. TH advised that as time moves on it is getting difficult with limitations on how you can progress with income/arrears recovery. Monthly DWP schedule has not arrived for Medway– is this an issue for others? WKHA have had theirs, MHS have the portal as do Medway but the latter haven’t been able to extract the data. DE advised that no problem with the schedule, there has been a recent Croydon Judgement about a flexible tenancy, having a forfeiture clause in the agreement about ASB or Arrears, still going through. The overall issue is being creative around getting payments.  Link to an article about the Croydon Case - <https://www.localgovernmentlawyer.co.uk/litigation-and-enforcement/400-litigation-news/43905-high-court-judge-hands-down-ruling-on-secure-flexible-tenancies-and-possession-during-fixed-term>  Potentially a second spike when changes to furlough payments are introduced. | **As avail** | **GP** | **GP to share campaign via RS** |
| **Management of ASB** | WKHA ASB fluctuates, noise and drugs are the most reported, tolerance levels are low. TS advised that they have a case in an OP scheme, had to raise an injunction which was requested in March 2020 and not had any correspondence back on this to date. DE advised that Dartford was granted an injunction in a shorter timescale, this may differ by Court. AC advised that Ashford are working with Canterbury and have had three closure orders. TH advised that Medway was granted an injunction last week. Another issue is the process, getting the documents served, ensuring you can get papers served. |  |  |  |
| **Repairs** | MHS are trailing Response Eye from Capita, a one-time link for 10 days, no likely to extend due to the costing.  Ashford BC has been considering the impact of Covid-19 and scaling back on void works and general planned maintenance projects, will re-plan the Asset Strategy. Not investing in any new software currently. |  |  |  |
| **Estate & communal services** | Fly tipping remains an issue for GCHA and congregation of residents in communal areas, which causes concern for some residents, who are not reporting some issues to the Police but direct to the landlord. Medway have been very clear that they are not responsible for breaches of the lockdown restrictions.  Clarion HG advised that residents reporting incidents to them have been advised to by the Police. |  |  |  |
| **Team Engagement** | FD advised that they will not be returning to the office anytime soon, unless they are unable to work from home, a decision made by the Board.  AC advised that Ashford BC have one person in the office, Mental Health is becoming an issue for some colleagues, now a corporate focus to try and alleviate.  SC advised that Clarion HG have enforced closures and shut down and considering a rota and how to manage the teams returning to be Covid-19 compliant. Not likely to return until at least December.  Medway have up to four of the income team in each day, they have space, having to work around the minimal number of desks, not allowed to have any customers visit the building. The main reason about allowing people into the office is about mental health of colleagues.  ME advised that he has been in the office for final interviewing, now have to pass an 8 point test before authorised to be in the office. If you are not on the list you are not permitted entry to the building.  WKHA advised that they have weekly joint meetings as an operational and Executive Team to ensure that external and internal messages are consistent and will continue moving forward. A good way to keep staff informed and engaged.  DBC have been open throughout, one team member at a time, there is work underway with regards to screens, also having to consider entry and exit. May be in a position to open in a more substantial way sooner than other colleagues.  WKHA advised that in the office the kitchen is closed and other facilities are managed.  Any thoughts on training or group e-learning to be facilitated by KHG to be shared with RS. Colleagues discussed the potential for Webinar on the different approaches to lettings and exchanges, even if five minute slots for each organisations to share their good practice. Could pick highlights and share more widely for wider team members to join in. | **ASAP** | **GP/RS** | **RS and GP to catch up outside of the meeting to discuss/plan a number of group sessions** |
| **AOB** | Future Topics for agenda – Risk Assessments, Augmented Reality, Core forms, Income Recovery.  AC asked colleagues about closure of communal areas in OP schemes or independent living schemes, ME advised that MHS are reviewing the closure of communal areas in older persons or independent living in June. MHS are also dialing back calls to one call a day from next week. Clarion are also doing one call a day and then Health and Safety Checks.  RS to share dates from now into Autumn for a call every three weeks, can cancel if not required or rearrange if dates are not suitable for the majority. | **Next meet**  **ASAP** | **RS**  **RS** | **RS to note for agenda**  **RS to share dates and times** |