**Present**: Genette Pinwill, Chair & West Kent HA; Matthew Eddy, MHS Homes; David Edie, Dartford BC; Keith Cane, TCH; Craig Kendall, Hyde Housing; Felicity Dunmall, GCHA; Rebecca Wilcox & Anthony Crossley, Ashford BC; Matthew Robbins, Optivo; Sophie Hargreaves, Clarion HG; June Heslop, Southern Housing Group

**Apologies:** Ben McGowan &Georgina Tippins, Moat; Tom Harding, Medway Council; Tina Dust, Sanctuary Housing

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| **Reference** | **Notes/Outcome** | **When** | **Lead** | **Action/Decision** |
| **Feedback from Best Practice Session** | Feedback direct to GP was that is what useful session and a good number of attendance to the session, it was a good session to promote the sub group and benefits of membership, RS had similar feedback.  It was agreed that KTMSG could offer future themed sessions, colleagues to share suggestions about these moving forward. | **As approp** | **ALL** | **Colleagues to share ideas for future BP Sessions with GP & RS** |
| **Financial Hardship Group Feedback** | RS advised that Debra Exall (KCC Contact) was unable to attend the meeting but had shared via RS the collated data from those who had responded to the request for information to support the work of the Financial Hardship Working Group.  RS has received updated information from TCH colleague Keith Cane and will update the paper. It was agreed that all colleagues would review the paper again and RS to share back to DE with feedback about clarity or more information about what stats are required. KTMSG could provide more insight for the group if the data set required is more refined. Rise in UC cases is not a great indicator, more information about the debt percentage that these customers owe, to provide a clear picture of need.  The aim of the working group, which is Chaired by Zena Cooke at Maidstone BC and supported by Debra Exall is to consider the financial need/resource for those vulnerable people across the County.  Some local authorities are using Welfare and Hardship Funds – what is this being used for? Who is using this? GP has noticed that some local authorities are being proactive in using this fund, hardship grants to pay back debt. Is this mapped and how to access?  FD to share the link about Kent Community Foundation and the support offer they have. RW advised that Ashford BC are using funding to support three Food Banks and supporting CAB. Make sure communications to rural areas is happening and this is a key area of work. All local authorities are using money differently. |  | **ALL**  **RS**  **RS** | **To check, up and/or add information to the paper**  **RS to liaise back with DE about data required**  **RS to share link with meeting notes** |
| **Court Proceedings** | Friday afternoon announcements and papers issues yesterday. Capsticks legal session last week which provided clarification. To keep this on the agenda to understand and learn how the different courts are working, experiences with judges, learning and sharing between now and March 2021.  CK advised that Hyde have a few cases where still looking to proceed with possession, having to manage the vulnerable tenants who are impacted by Covid. Using more injunction than possession proceedings to manage breach of tenancy, would welcome sharing best practice moving forward. Prioritising cases and what to move through.  Relocation of Medway Court to Maidstone may have an impact on speed of proceedings and actions, to take into consideration. Agreed that once there is a successful reactivation notification submitted to share the feedback with the group.  Learning or training – a future need to revisit any particular areas can facilitate another session.  RS to continue to share information from different sources as they come forward. GP to share details of a session from Andy Lane providing an overview of the changes. |  | **RS**  **ALL**  **RS** | **Legal/Court Proceedings Update to remain on the KTMSG agenda**  **To consider a future learning session around legal updates**  **RS to continue sharing updates as they come through** |
| **Round Table** | Overall backlog reducing and business as usual for most organisations.  SC advised that noticed more cases of Hoarding, how to find and manage these scenarios, difficult to enter these properties with social distancing? Any good practice to share back with SC at Clarion HG. RS advised to contact Mind or another hoarding charity about help with specific hoarding in lockdown.  **Estate Management** – levels of ASB remain high, particularly with noise nuisance and general stress levels of tenants. Some organisations are 50% cases logged over the same period for last year. Issues to consider is marketing, messaging to tenants, how triage of complaints are undertaken. A key issue is the movement or action due to the stay on possession proceedings. Hyde advised that ASB volumes are impacting on customer service feedback/KPI’s.  Slight spike to prepare for with regards to ASB and income with the end of the Furlough scheme.  WKHA are considering targeted proactive work around the end of Furlough for those not on UC, similar for Optivo, all scenarios are complex to manage over the phone or virtually. All colleagues to keep  ME advised that they are being migrated to UC daily payment, will feedback progress.  FD advised that GCHA are starting to be more visual on the estates, understanding the issues and how to manage these, especially for those with arrears over £500. GCHA Board are due to take a decision next week about setting up a Hardship Fund, customers now experiencing a financial ‘pinch’ due to a lack of hours or income, this fund would be for the next 6 months period. Also trying to market the use of Kent Savers and to prevent customers from using expensive door stop lending. | **As avail** | **SC** | **SC to feedback on progress with Hoarding case during lockdown** |
| **Virtual Lettings Guide** | Discussion about the relevance of developing a guide for how to undertake virtual lettings, useful tips, do’s and don’ts, use of DocuSign etc.  AC advised that virtual viewings have worked well but have experienced tensions between different services about how officers are undertaking viewing differently, would be useful for consistency. Agreed to have a shared document file in Teams where colleagues can share details for lettings virtually and build up a protocol. | **ASAP** | **RS / ALL** | **RS to set up file sharing facility within Teams and colleagues to then share top tips for conduction virtual lettings to enable development of a KHG Guide** |
| **Future KTMSG Meetings** | New Housing Ombudsman Scheme, changes to Shared Ownership Models were two suggested sessions. | **As approp** | **ALL** | **Colleagues to keep suggestions for speakers and themes coming forward** |
| **AOB** | AC asked about masks for communal areas of flats, are tenants being asked to wear masks in communal areas? ME advised that the guidance is that interaction of under one minute doesn’t require a face covering. GP advised that WKHA are recommending this but have kept communal lounge areas of sheltered schemes closed. AC to make contact with a PH specialist and feedback the response.  RS reminded colleagues about the Housing Ombudsman Session on the 13th October, to focus on Repairs. | **ASAP**  **ASAP** | **AC**  **RS** | **AC to provide feedback from PH**  **RS to share Ombudsman Details** |