**Present**: Genette Pinwill, Chair & Golding Homes; Tom Harding, F&HDC; Jody Bulman, Gravesham BC; Tracy Chambers, Medway Council; Felicity Dunmall, Gravesend Churches HA; Matthew Eddy, MHS Homes; Keith Cane, TCH; David Edie, Dartford BC; Anthony Crossley, Ashford BC; Craig Kendall, Hyde Housing; Matthew Robbins, Optivo; Paul Gilbert, Gravesham BC; Ben McGowan, Moat, Rebecca Smith, KHG

**Apologies:** Tina Dust, Sanctuary Housing; Georgina Tippins, Moat; Sophie Hargreaves, Clarion HG; Julie Terry, WKHA

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| **Reference** | **Notes/Outcome** | **When** | **Lead** | **Action/Decision** |
| **Court Proceedings Update** | Kept on the agenda as a standing item for the meeting, to share experiences recently, experiences with the Court from perspective of Income of ASB. KC advised that TCH had a hearing last week and had an Outright Possession Order granted, GCHA experienced an issue with the issuing/execution of Bailiff Warrants, Bailiffs have had a good procedure in place to fix a second appointment after the period of isolation if a tenant advises they are self-isolating. DE advised that approximately four residents evicted (during October) including their highest arrears case. DE has a budget underspend due to significant reduction in court cases , considering for use to increase budgeting support available for tenants in partnership with CAB. Rent arrears policy is now reviewed and will be going to their Cabinet and can share after this point. | **When Avail** | **DE** | **DE to share new policy once agreed by Cabinet at DBC** |
| **Virtual Lettings Guide** | A common response to the pandemic was delivery of lettings process, moving to a virtual or hybrid process, the development of the guide is a good practice guide for any colleagues. RS to share the final document via the KHG website and will share the link with colleagues.  KC advised that TCH are planning to use DocuSign for mutual exchanges as well as for sign up processes, Golding, WKHA and GCHA all use DocuSign for this purpose. TH thanked colleagues for their input in the guide, having a debate internally about virtually viewings at F&HDC and considering how to take this forward with the potential to review how to undertake the process and what brings the best tenant experience when taking on a new home. FD advised that using DocuSign for Direct Debit forms completed by tenants.  AC advised that Ashford BC have had some feedback from tenants about the quality of the virtual lettings videos and have sought some advice from agents about how to improve quality, have experienced refusals. Do others have any policy in place or penalty process in place if a property is refused? TC advised that after a second refusal the applicant is suspended from the Housing Register, although haven’t had experience of refusals. | **As approp** | **RS / GP** | **It was agreed to have a review or watching brief on this service area, including the feedback from the tenants who are undertaking viewings.** |
| **Housing White Paper & Future Meeting Topics** | There are a number of webinars taking place currently to walk through the Housing White Paper, if any topics or themes from the paper to share them with GP/RS for future agenda items and to build upon them as a collective.  FD advised that GCHA are considering whilst also focusing on the Housing Ombudsman process. How are residents supported through a complaint process or a voice as a complaint is escalated? How are others considering this, implications of GDPR, keen to ensure that residents have a voice and are shaping the service/scrutiny moving forward.  AC advised that Ashford BC had a stage three in their complaints process, a nominated tenant and Ward Member who review the complaint, another tier in the process compared to other areas of the council who have only a two stage process, the Housing Ombudsman feedback about this was positive.  DE advised that DBC are reviewing their ASB Policy currently that is timely in light of the White Paper. He suggested an area DBC will focus is clarifying the role of agencies in tackling ASB and sign posting tenants to who can give the most appropriate support following an ombudsman case they have been involved with. For the KTMSG he highlighted areas to look at including the Government’s intention to bring together a working group around supporting mental health (understanding it and the impact on services) and also professionalism of tenancy and income teams as professionals in the sector.  GP mentioned the management of the home/building and the resident voice in the safety agenda, working across departments. How to get standards right and great places to live, how to achieve this, preparing for the impact of the changes.  Any additional topics for KTMSG for early next year – come back to GP and RS with any ideas.  To share details of any speakers or conference themes recently attended as RS may be able to have a KHG specific event or session.  Delegated Powers/Authority for CPN/CPW’s – CK advised that experiencing barriers about not issuing or wanting to delegate powers to a housing association. DE advised DBC housing have delegated authority down to Housing Officer level and can recommend an officer for CK to liaise with for stock in Dartford.  Hyde have one area, Brighton, who have given the Delegated Authority and it was a seamless process. Hyde can issue the CPW and then go forward with the CPN, any enforcement of a breach of the CPN or FPN is handled by Brighton, any costing of a CPN Breach and fines paid are taken by Brighton. They have 8 ASB criteria sets that fit a CPW, Brighton rarely have any breaches of CPN’s, potentially one or two over the last few years. GP asked if CK and a Brighton representative could feedback to KTMSG on this working relationship and process and more team members from membership organisations could be invited to join the meeting. DE mentioned a contact he has worked with around CPN’s and will share the contact details, potentially to link this contact to this future agenda item, DE to feedback.  AC advised that Ashford BC have a weak resident engagement offer/strategy and this will need to be addressed and asked if other colleagues are undertaking this work? GP advised that at Golding Homes are undertaking a review and could share progress moving forward. | **As approp**  **ASAP**  **When avail** | **ALL**  **DE**  **CK** | **RS /GP to agree agenda items based on the information shared today, colleagues encouraged to share additional ideas with GP/RS**  **DE to share contact details with CK**  **CK to confirm with RS about agenda slot** |
| **Round Table Discussion** | Always the opportunity to share any best practice or topical issues, colleagues to share. |  |  |  |
| **AOB** | SH has shared some HQN Slides around Hoarding during Covid-19, RS will share with colleagues with meeting notes.  RS to share HQN Slides from the Residents Annual Network Conference, which was focused on the Housing White Paper.  KHG Extraordinary Awards 2021 – RS advised that annual Excellence Awards unable to go ahead, however KHG have committed to a virtual event in March and all membership organisations given the opportunity to nominate a person, project, team or resident and they will then be invited to the virtual event to recognise and celebrate the extraordinary! Details shared at the main KHG meeting on Wednesday 2nd December, details on the website - <https://www.kenthousinggroup.org.uk/kent-housing-group-excellence-awards-2021/>  DE mentioned body worn cameras and drones for ASB work, has CK had any experience or commentary on this use of equipment? CK advised that some officers have requested it historically, it can be deemed to be inflammatory when investigating ASB and also have other processes to risk assessing visits and who to visit or share communications with to mitigate the use of this type of equipment. GP advised that historically have discussions about what is proportionate when considering equipment and the scope of roles. TH commented on the line of where the role of the Police starts and that of the housing officers stops and need to be mindful of this and the relationship overall with residents. BM advised that Moat of a similar positon to that of Hyde.  DE asked about any experiences of moving from one housing management system to another (Capita to One Housing) – any advice to share with DE. JB advised that Gravesham BC are also following a similar movement, early stages currently but anticipating a long journey and will be a radical change for team members. Can keep members updated.  Frequency of meeting dates for 2021 – agreed for RS to set up some dates and to meet virtually using Teams. – To commence in mid-February 2021. | **By 5th Feb**  **ASAP** | **RS**  **RS**  **ALL**  **RS** | **RS to share slides**  **RS to share slides**  **Colleagues to liaise internally about a nomination – deadline is 5th Feb 2021.**  **RS to share meeting dates via Outlook, will all be hosted by Teams** |
|  | Thanks to everyone’s continued support and engagement over the last nine months – have a lovely festive break and take care! |  |  |  |