**Present**: Genette Pinwill, Chair & Golding Homes; Tracy Chambers, Medway; Craig Kendall, Hyde Housing; David Edie, Dartford BC; Felicity Dunmall, Gravesend Churches Housing Association; Helen Sudbury, Folkestone & Hythe DC; Jill Rogers, Gravesham BC; Julie Terry, WKHA; Keith Cane, Town & Country Housing; Matthew Robbins, Optivo; Sean Richards, Clarion HG; Sian Harris, Clarion HG; Tom Harding, F&HDC; June Heslop, Southern HG; Rebecca Smith, KHG

**Apologies:** Tina Dust, Sanctuary Housing; Matthew Eddy, MHS Homes;

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| **Reference** | **Notes/Outcome** |  **When** | **Lead**  | **Action/Decision** |
| **Introductions** | GP welcomed everyone to the group call, the first of 2021. |  |  |  |
| **Kent Domestic Abuse Reciprocal Transfer Option** | This item was brought to KTMSG last year and it has been raised again this year for discussion, is there more work to do or work to enhance what is already in place? SR advised that there is a pan London agreement which does include RP’s for reciprocals and there is an agreement in Essex which he is trying to obtain for best practice. SR asked colleagues about whether RP’s are keen to sign up and assist with reciprocals, there was no objection from the RP’s who were at the meeting today.TC advised that Medway were unable to sign up to the existing Kent Reciprocal protocol due to the experience of taking placements but not being able to exercise the reciprocal within the local authority areas of Kent. Would be happy to explore this again with RP’s as part of the partnership.JT advised that putting two agreements together would be sensible, JT has been attending the Southern DAHA Group who are looking at this issue. SR has been attending and asked from the DAHA group to establish if there is appetite for a protocol and establish best practice, Clarion have undertaken 22 management transfers over the last year so not likely to be huge numbers of reciprocals needed. All colleagues keen to see how to support this piece of work, how we can bring conversations together about what an agreement would look like and the practicalities. SR to feedback to his manager that in principle the group is supportive of the move towards a protocol. RS to raise with Housing Options Group and to ask for a volunteer or point of contact for a working group and SR to come back about next steps with the Southern DAHA Group. | **ASAP****4/3** | **SR****RS** | **To feedback to manager and keep in contact with GP/RS about progress. RS to raise a review of the protocol at KHOG on 4/3/21** |
| **OP Accommodation Review** |  This is a piece of work being undertaken currently by Golding Homes and Folkestone & Hythe DC, colleagues keen to learn from others undertaking reviews of OP accommodation, who are good partners to work with and learning from others? HS advised that FHDC want to review assets and service delivery, HS focusing on the future offer of OP accommodation and services. Putting together a specification for consultants and would like colleagues to share any experiences, uses of contacts, a good specification and outcomes.AC advised that ABC are finalising a review of their OP accommodation and have rebranded as Dalia (Desirable, Affordable, Housing, Linking Independence and Age) working with TPAS on this and the Housing White Paper on engagement, carried out a consultation with residents through an online Dalia Forum. Have also changed the job title of the Scheme Managers to Independent Living Officers and the offer is more dynamic. AC to share any details with HS and GP.JR advised that her manager did a similar review in a previous role with Moat and is the manager responsible for Schemes in Gravesham now. JR to share contact details and information with HS and GP. | **ASAP****ASAP** | **AC****JR** | **AC to share information about recent OP Accommodation Review with TPAS****JR to share contact details for Manager with HS and GP** |
| **Feedback on CPN/W Workshop** | RS and DE advised that the session was well attended and all participants received a CPD certificate, it was an interactive session, with a lot of information shared. Slides shared following the meeting. There is more training on offer from Mallard Consulting if colleagues want to consider additional training.  |  |  |  |
| **Standing Items** | **Court Proceedings** – Possession Hearings extended once again, WKHA are taking a longer term view along a reactive response to immediate issues and managing income and rent arrears. HS advised that FHDC arrears are reducing due to working smarter and more interaction with residents so a positive impact, there is more conversation and negotiation. AC advised that have experienced more conflict and using the pandemic not to make payments and abuse to staff, trying to get conflict management training for the team, colleagues and residents finding this third lockdown difficult. **Lettings/Viewings** – Guide to Lettings remains a live document and how to manage this process during lockdown and after. MR advised that Optivo are likely to be a combination approach to lettings following the end of lockdown, 70 – 30 split to virtual. Golding are considering and undertaking surveying and contacts around processes so will continue to monitor this with residents and how to sustain the good satisfaction. FD found that virtual lettings have worked well for Market Renters, for others in social and affordable renters they tend to provide a more personal service, will consider a tailored offer to meet the needs of the prospective tenant, allowing the opportunity to make those initial contacts. TH asked about virtual viewings and if all by pre-recorded or live walk around with tenants watching? SH advised that a key safe is left outside and then they are talked through over the phone with the officer and then sign up at the end via DocuSign. All key safes have different codes and these are changed if refused. DE advised that DBC are considering this approach and Kent Homechoice and virtual adverts via this scheme, is this in place?  | **ASAP****With notes** | **RS****DE/RS** | **To add this additional way of conducting a letting to the Guide on the website****RS to share information with notes** |
| **AOB** | Topics for the next meeting. To add the Reciprocal Transfers to the next agenda, any service reviews or areas of work to share best practice on, what will organisations be considering for working towards the end of this year now that the ‘Road Map’ has been released by Government. To consider flexible tenancies.AC asked for Resident Engagement on the agenda, to discuss ideas and best practice about Innovative Covid safe resident engagement. AC also asked about management of G&T sites and to share contacts and make contact. JR advised that GBC have a small site with 8 pitches in total, just advertised for an Officer to manage this site and surrounding areas, and also looking at a Tenant Engagement Strategy to include G&T community, there are a lot of settled travellers in Gravesham. AC advised that ABC working on housing need, GBC have recently published an allocations policy. DE has shared their ASB policy via the group and would still welcome feedback on this. Also working on a review on flexible tenancies so any thoughts on this welcomed. AC advised that previously the group has assisted with flexible tenancies. Head of Housing Peter Dosad is moving on so there is an advert for this post out currently.  |  | **ALL****AC/ JR****ALL** | **Colleagues to share any thoughts for future agenda items or speakers with GP/RS.****AC and JR to make contact outside of KTMSG to discuss G&T allocations****Colleagues to feedback on the draft ASB policy shared previously & any learning on Flexible Tenancies** |