**Present**: Julie Terry, WKHA and vice chair Felicity Dunmall, GCHA and chair; Matthew Eddy, MHS; Anthea Stokes, Sanctuary; Verity Johnson, Dover; Vikki Perry, Ashford; Tom Harding, Folkestone and Hythe; Tracy Chambers, Medway; Benjamin McGowan; Nicola Bowen, Choice Support; Anthony Crossley, Ashford;

**Apologies:** Tina Dust, Sanctuary; Helen Sudbury, Folkestone and Hythe;

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| --- | --- | --- | --- |
| Reference | Notes/Outcome | Who  | Action/Decision |
| Matters Arising from April meeting | VH, FD & TH Identify the systems and hardware needed to create floor plans easily. VH’s feedback is there are many easy to use packages for floorplans but each organisation would need to subscribe to use them. Costing seems to be from £1-3 per plan depending on which software provider is used. There may be scope to negotiate a deal but we’d need to make sure it would work for each organisation in terms of permissions for logging in a creating plans.TH – software is available and cheap, but it does require someone to measure each room, could take around 20 minutes per home. We’d need to be sure that the benefits outweigh the costs. FD it does take input and time and both resources are short. Need to be sure that residents really want it. JT has anyone asked potential residents on what they want? They will ask during their next survey. TH we’d want to know why people turn down properties – when we know this it would result in changes in how we advertise. It may be worth recording reasons for refusals. BMG Moat they are not aware of people turning down homes and they have very few hard to lets. FD Liaise with KFRS to gauge correct fire safety messages. Arranged but postponed due to ill health. This is FD last Tenancy Management Meeting and she leaves GCHA at the end of the month. She thanked the group for their support and they thanked her and sent their good wished for her next role.  | All | speak to your organisation to seek reasons for refusals and how much floor plans would assist to gauge support |
| Running fire safety awareness campaign  | FD and JT will liaise with KFRS on this and report back. (SH2) | FD & JT | Report back at Sept meeting – or by email if decisions needed earlier. |
| Virtual lettings guide | FD very few people do virtual lettings, with viewings done face to face and just using DocuSign for documents. If anyone like to volunteer to review contact HM  | All | Contact HM if like to join a task and finish group to review this |
| Identifying projects and becoming bid ready | HM explained that when government funding comes it can have a very short timescale. Funders tend to favour joint bids. It is hard for organisations to mobilise themselves to bid in time and harder yet when more than one organisation is involved. The Board has asked each group was asked to identify the topics they’d want to run projects on, write a scope for them, and let the Board know the topic and any help needed around research. FD It’s hard to know what the topics could be whilst waiting for more details from Levelling Up. The group identified the options of;* more community work FD
* IT connectivity, and encouraging those not using tech to consider it could be useful. TH
* Research into voids and lettings so understanding the clients need. TH.
* The cost of living increase is a big topic and could lead to hardship and perhaps difficulty in paying rent.
* Help people maintain their gardens – a charity or low cost scheme. VJ

Please send any further ideas to FD, JT and HM. These will be emailed round so the group can pick any it would like to action and form a task and finish group on this.  | All | Please send any ideas for projects to FD, JT and HM |
| Identifying and scoping out topics for events | The KHG events group would like to know which topics each sub group want an event on in the next 12 months. Event topics work well when they serve more than one sub group. Please have a think on topics, what the outcome(s) of the event should be, any speakers and partner organisations and let HM know. Also a plea for anyone wanting to join the Events Group. It’s a lively and fun group that meets most months for around 1 hours. It plans events and the KHG Awards. | AllAll | Please identify topic and scope for eventsIf you’d like to join the events group please let HM know. |
| Standing items | **Delivering the K&M Housing Strategy**SH2 Currently working with KFRSSH6 All aiming to support vulnerable people – referring to other organisations but can we work together to identify and address any gaps?SH4 Strengthening partnership working – joint bids are relevant hereSH7 Helping residents meeting needs – we doing our surveys now so perhaps we can compare and share at the next meeting and find ways to address their needs. **Customer Satisfaction, consultation and responding to the White Paper**No comments on this. FD encouraged people to share good practice today and at future meetings.  |  |  |
| Vice chair | FD has a new role and so must step down as chair as her new role is in London. She urged everyone to consider volunteering to become the group chair. It’s an enjoyable role and it gives you new connections to the Boar and to the other sub groups. Please do consider this role and email HM to find out any more. JT will stay as vice chair. JT will go to the Board to give the Tenancy Management update on 6th July. Anyone wanting to volunteer for subsequent ones please volunteer.  | All | Consider volunteering to be chair. Email HM to volunteer.  |
| AOB | Reminder of Domestic Abuse awareness event on 20th June 10-12.30 on Teams. KFRS have made contact about an electric cooker/hob safety device that can cut the power before a situation turns into an emergency. They are willing to gift the device so social landlords but those landlords would then need to pay for their electricians to fit the device. HM to find out how many devices are available. TC need to know how they work and may also be relevant from Temporary Accommodation. JT said they still use starter/introductory tenancies and asked whether other organisations will continue with starter tenancies? BMG Moat are having the same discussions. The number of starter tenancies they bring to any end is low. BMG thinks starter tenancies are probably not so relevant now and would value any feedback from other organisations. In Scotland they’ve ended s21 and have a new way to support vulnerable tenants. Tenancy sustainment work is important and Moat is looking at this again. TH LAs don’t use s21 so would be odd if introductory tenants are used by LAs but not HAs. They use introductory tenancies as both a carrot and stick. NB they use s21 in supported accommodation and it can be used to encourage engagement with support. It would be an issue for them if s21 go including the time and the legal costs if they cannot use the accelerated route in hostel and supported accommodation. FD If there is a consultation it would be useful to respond as organisations and as a group. BMG there was a National Housing Federation consultation on this some time back and he’d hope that the differences in the way private and social landlords are using this was flagged. NB there will probably be further consultations and we should respond to them. If good private sector landlords leave the sector due to this change this would also be a blow and reduce housing supply. Any changes must be brought in with care. Please flag any topics you’d like to discuss at the meeting on 27th Sept with JT and HM.Nominations are open for the KHG awards. Please visit [Kent Housing Group Excellence Award 2022 - Kent Housing Group](https://www.kenthousinggroup.org.uk/kent-housing-group-excellence-award/) for nomination form and categories.**Dates of following meetings;**27th September 10-11; 29th November 10-11 | AllHMAllAllAll | If you, or a colleague would like to attend the DA event please email HM by 17th JuneFind out more an report back to groupPlease contact JT and HM with topics for Sept meetingSend your nominations in by 26th August. |