**Present**: Genette Pinwill, Chair & West Kent HA; Anthony Crossley, Ashford BC; Tom Harding, Medway Council; David Edie, Dartford BC; Matthew Eddy, MHS Homes; Matthew Robbins, Optivo; Keith Cane, TCH; Tina Dust, Sanctuary Housing; Rebecca Smith, KHG;

**Apologies:** June Heslop, Southern Housing Group; Ben McGowan, Moat Homes;Sophie Hargreaves, Clarion HG; Lora Philcox, Sanctuary Housing; Felicity Dunmall, GCHA; Helen Sudbury, Golding Homes;

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| **Reference** | **Notes/Outcome** |  **When** | **Lead**  | **Action/Decision** |
| **Lettings, Voids, MEX** | Colleagues are making progress with the backlog of voids. With regards to virtual inspections TD advised that Sanctuary are conducting virtual viewings, struggling with the sign up of papers. WKHA are also undertaking virtual inspections, with positive reactions from staff to get this moving.Lessons to share out, the electronic signatories and DocuSign – in the main this has been picked up since lockdown. ME advised that MHS are looking to remove the one week rent in advance and inserting PayPal, so when completing the form they go through the PayPal process and then completion of the form, this is being worked upon currently.  |  | **ME** | **ME happy to share good practice about DocuSign, highlighting how use of it has changed since Covid-19 (5 – 10 mins)** |
| **Income Protection** | TH not experienced a second wave of arrears, small spike in UC claims at the beginning of lockdown but these claims are now resolved. Another issue is incentivising staff to incentive tenants to continue with payment of rent or arrears plans. RS raised the issue of court orders post eviction ban in August – work through the Financial Cell that is part of the Kent Resilience Forum looking at how to target households impacted by the virus and where support will be needed. Agreed RS to feedback what data may be required from colleagues following a meeting next week. GP advised that they have been tracking those who are on court orders or where a notice is still required and will take a view on the number who may be going to court. MHS have started to look at this just today, currently half of those in high level arrears are on UC. Also working with the data team to establish the lag time from application of UC to the time when the accounts adjusts accordingly.  | **w/c 6 July** | **RS** | **To feedback any requests for data about those households impacted and requiring additional financial support** |
| **Management of ASB** | WKHA have noticed a spike in ASB in the last four weeks, with tolerance levels shifting, working on new cases currently. TH advised that garden complaints are quite high. |  |  |  |
| **Repairs** | At the last meeting colleagues shared the different approaches to repairs and inspections. WKHA are still piloting the augmented inspection process, to be shared on the virtual session on the 17th, working on the backlog of repair jobs and follow on works. TD advised that still have staff on furlough so still a challenging area for Sanctuary Housing. TH advised that Medway Housing daily repairs ok, the planned works have ceased partly due to the furlough of staff of the contractors and also feedback from tenants about not wanting contractors in their homes.  |  |  |  |
| **Team Engagement** | TH advised that Medway have started to organise office based staff, they are now in ‘bubbles’ so limited socially distant contact with colleagues. Are colleagues aware of the local lockdown procedures and the responses needed, how can we share any news or advice about this. Medway had a message from the Director of PH yesterday about the level of numbers, more of an issue that could be pinned down to a particular area/place rather than a whole community.AC advised that some of the numbers aligned with Ashford are linked to deaths at the William Harvey Hospital so these may not be people who reside in Ashford but have died in this local hospital so headlines in local/national press need interpretation. Best Practice Virtual Session – planned for the morning of the 17th July. To share ideas with other members of teams within membership organisations. GP advised that sharing doesn’t have to be ground baking, to approach Golding Homes about their approaches to lettings. GP happy to cover income and campaigns. The session will be shared on Teams which can be pushed out for others to dip into.AC have been using a 360 style viewing technology to undertake viewings, have invested in a camera for each officer, seems to be working well now initial teething problems resolved. | **ASAP** | **RS** | **Agreed to move the date to the early part of w/c 20th July. RS to contact volunteers and set up Teams invite** |
| **AOB** | The next meeting is in the diary for the 28th July and then end of August, agreed to cancel the planned July meeting and then stick with the August date.  | **ASAP** | **RS** | **RS to cancel meeting date for 28th July**  |