**Draft Kent Tenancy Management Sub Group Meeting Notes 29 November 2022, Microsoft Teams Call**

DRAF

**Present**: Vitra Cummins, T&CH and chair; Julie Terry, WKHA and vice chair; Elaine St Ledger, Matthew Robbins, Optivo; Jill Rogers, Gravesham; Anthony Crossley, Ashford; Tom Harding, Folkestone and Hythe; Matthew Eddy, mhs; Nicola Bowen, Choice Support; Vikki Perry, Ashford; Tracy Chambers, Medway; Adam Simonds, Ashford and chair of Tenancy Fraud Forum; Helen Miller, KHG;

**Apologies:** Helen Ayers, Dover; Vicky May, Gravesham; Tina Dust, Sanctuary; Ben McGowan, Moat; Verity Johnson, Dover;

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| Reference | Notes/Outcome | Who | Action/Decision |
| Matters Arising from Sept meeting not covered in other items | ReferKent flyer and presentation circulated – HM  Poll on how to meet in 2023 showed preference for virtual meetings and one face to face meeting. The invitations reflect this. The face to face meeting is at Ashford in July. |  |  |
| Running fire safety awareness campaign (SH2) | Julie Terry has met with VC, HM and the rep from KFRS to discuss. Julie has sought costs from WKHA comms service and has a ballpark figure of £1300 plus VAT but the ask has drifted so this may need revising. Also other members were asked to check whether their comms team would wish to quote. HM to check if ABC comms would like to quote.  We will need images that can be used for social media, email signatures, perhaps an animation, or more pictorial, less word, based. Different works will have different costs. We want posters for communal areas, email signature, images for website social media etc.  Jill would support less of a letter, more visually appealing, materials. GBC has had a fire in a high rise block, thankfully with no serious injuries, so mailing will be sent out.  HM checked that all members would be willing to contribute? HM to email all members to ask if they can commit to spending £500 towards this campaign. TH believes that for the key amnesty members provided £600 and we managed the budget when one or two members could not contribute.  HM to also ask Dover person if they could do an animation if ABC comms does not offer to source animation. They would need a script to work from.  Timelines could be from end of Jan 2023 and so from this year’s budget. | HM | Find out whether ABC comms team would like to quote |
| WKHA approach to domestic abuse | Julie Terry discussed the approach WKHA has taken when addressing domestic abuse. They won an award for TPAS and also KHG for their approach and excellent resident engagement. She showed a short presentation which will be circulated. They carried out significant staff and resident engagement and invited people to join the focus groups. Every contact made included sources of support and was underpinned with the awareness that people may need additional support and the need to create a safe space to discuss the topic. It highlighted some tenants would not have thought to go to their landlord for help with domestic abuse. The focus group was a powerful deep useful meeting and that was used to create a draft policy, which was shared with the focus group. It was clear a marketing campaign was needed so resident knew the help was available. They looked at keeping people safe in their home, and also the support needed to help move residents and the Home Standard and the practical support needed. Once the policy was created the procedure was created and marketed. Kindness and care underpinned the way the work was done.  The residents attending the group were all female, many 50+. Men were invited and welcome.  Several providers said more men do come forward seeking help with domestic abuse now.  The tenant perspective on rehousing as a solution to domestic abuse was mixed with some people wanting to move and others wanting to remain. WKHA tends towards helping the tenant to remain in their home if that is safe.  KHG should have the domestic abuse reciprocal agreement in 2023.  Here is the link to 16 days of action on domestic abuse[**16 Days of Action End Domestic Abuse campaign**](https://www.domesticabuseservices.org.uk/latest-news-articles-advice/16-days/)which began on 25th November. |  |  |
| Report from Tenancy Fraud Forum | Adam Simmonds shared a presentation on the Kent Tenancy Fraud Forum which is a sub group of this group. This will be circulated with the notes.  The group has been running for 10 years, and is very active on Yammer, with regional sub groups, including the Kent one. They share a large amount of knowledge on the ways to tackle issues. They ran a key amnesty in 2018 and used that to highlight housing fraud. They will do another housing fraud awareness campaign in 2023 now people are visiting tenants again. Materials will be made that members can use, and tailor, as needed. They are keen to work with housing associations.  There appears to be an increase in sub-letting. Some people can make money letting the social housing tenancy on a private sector rent, for financial gain.  They are open to members suggesting topics to cover and they bring speakers in as needed.  LA investigation teams often have specialist investigation offices and HAs are less likely to have the same level of staff for this. The Prevention of Social Housing Fraud Act 2013 makes it easier to investigate as further data can be sought. Ashford Borough Council do work for other organisations and can be approached.  WKHA believes their tenancy fraud is low. What are good ways to find out it is occurring? AS this is probably information from the public/your tenants. It’s easier to find when speaking with your tenants and neighbours often know who is living nearby. Data matching can show links to people who should not be living in a home.  There have been fewer tenancy audits due to Covid but they will increase now.  T&CH also intend to increase their tenancy audits. |  |  |
| Discussion on what members did in Tenancy Fraud Week | T&CH had a banner on their emails and information went out on the newsletter. Internally there was information to their own staff and what to look for and who to report to. Catrina Roberts of Capsticks provides useful training.  JR they share an investigation team with Medway. They had a team talk for their staff to raise awareness. They will be doing more visits next year. |  |  |
| Standing items | HM raised the Awaab Ishak’s tragic death and that the coroner’s [report](https://www.judiciary.uk/prevention-of-future-death-reports/awaab-ishak-prevention-of-future-deaths-report/) has raised concerns that include the lack of information housing professionals have about the current known risks of damp and mould and harm to health and a ‘policy’ amongst the housing associations, in cases where a disrepair claim has been brought of waiting for agreement from the claimant (or their legal representative) before rectifying any recognised repair.  KHG will be preparing a statement to acknowledge the importance of safe and decent homes and identifying that this is a priority for KHG to work on with partners in Kent.  We will have a conversation on dampness and mould next meeting. VC requested all to find out how their organisations will address this important issue. The Housing Ombudsman has released a letter to all social landlords today [Ombudsman writes open letter to social landlords urging renewed focus on damp and mould approach - Housing Ombudsman (housing-ombudsman.org.uk)](https://www.housing-ombudsman.org.uk/2022/11/29/ombudsman-writes-open-letter-to-social-landlords-urging-renewed-focus-on-damp-and-mould-approach/) urging a renewed focus on dampness and mould. Gravesham feels that there is no reason to delay doing works until the legal agreement is as if works are needed they should be done.  Next meeting agenda to include dampness and mould and TSM and HM to send an email asking people to highlight topics for January’s agenda. | HM | Ask members what they’d like on next agenda |
| AOB | We will be in touch about the fire safety campaigns |  |  |