**Present**: Felicity Dunmall, chair and GCHA; Sian Hanrahan Folkestone and Hythe; Matthew Eddy, mhs; Vikki Perry, Anthony Crossley, ABC; Tom Harding, Folkestone and Hythe; Nicola Bowen, Choice Support; Tracy Chambers, Medway; David Edie, Dartford; Helen Miller, KHG; Guest speaker; Vicky Hodson, Homechoice Partnership Manager;

**Apologies:** Ben McGowan and colleagues from Moat; Verity Johnson, Dover; Julie Terry, vice chair and WKHA;

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| Reference | Notes/Outcome | Who  | Action/Decision |
| Matters Arising  | HM, update standing items to include customer satisfaction, consultation, professional standards and good practice, and K&M Housing Strategy. Done.HM, invite KFRS to speak at future meeting on improving fire safety. Done but unable to get a speaker.  |  |  |
| Good practice in advertising void homes | Vicky Hodson, from Kent Homechoice, attended the meeting to gauge the group’s views on good practice on advertising void homes. She questioned whether we can make the social housing adverts more like those of the open market homes, perhaps like Right Move, to help inform those choosing to bid. Homechoice has been improved to enable us to upload videos but this facility hasn’t been used yet. TC said homes are not often attractive at time of survey as either current tenant is packing (and may not wish to consent to the video) or it’s looking a bit odd as completely empty. VH asked if communal areas in Sheltered Housing could be filmed and this resource used as part of adverts for all the homes using that communal area.It would also be good to consider whether people would like to be able to upload floor plans and whether that is an aspiration and what the challenged are. TC asked how we could enable floor plans to be created quickly and easily. Would we need to buy a system? How accurate would it need to be and would there be complaints if a measurement was wrong? Finally, how would that benefit us as landlords? VH is not aware of the technology that would be needed for floorplans. VH has received feedback from customers asking for floor plans.FD suggested we could take videos of void homes and share for homes that are similar but that does create a risk if those of the same archetypes are not exactly the same? There is the risk of exposing ourselves to criticism if there is variance.NB suggested it would be worth considering these questions from the customers’ point of view and identify what would make it easier for them to have the right information to make a decision? Would it be worth asking estate agents which software they use to gather the floor plans etc.?TH Estate agents are willing to spend more on advertising than social landlords do. We know we will let the homes and so perhaps that is why we do not spend so much on advertising. F&H did try with videos for viewings, but not for adverts. This was done by an officer using their mobile phone and they did not have training to do it. As such the videos didn’t look so good. The floorplans should be possible and he will see what they could do on that. VP They used 360◦ cameras and did recordings in lockdown on the day the home came back to them. Plans are useful for lettings but also for estate management and can help identify which homes that may be useful for identifying homes for adaptations. The Police have also requested floor plans when needing to enter. AC ABC used a 360◦ camera and found that they distort the perspective of the home a little. FD GCHA also did videos from their phones during lockdown. Potential residents found them poor quality. Floor plans could be useful for potentials tenants and for estate management. TC Medway it would be useful to know which systems we could use to create floor plans. AC ABC were looking at an infra-red mapping camera that can be used for creating floor plans. GCHA will look at how they can create floor plans. F&H will look at the kinds of tech that could be used to create floor plans.ABC has hard copy floor plans with the maintenance team. TH highlighted the list HM provided of most useful information to include in a void home listing for people considering accessibility issues. These are; property access; bathroom spec; stairs info; adaptations; kitchen specs; floor plan; parking; transport; photo view and local area. It is likely that this information would be valuable on all adverts.  | VH, FD & TH | Identify the systems and hardware needed to create floor plans easily |
| Running a fire safety awareness campaign | FD and JT have been considering how to progress fire safety compliance. The group decided it would like to run a poster campaign on this for tenants and leaseholders and that this should be informed by work from relevant organisations including KFRS. The group also want to have messages around what people can do to keep each other safe for communal areas.  | FDFD & JT | Liaise with KFRS to gauge correct messagesDiscuss and create suggestions for group input |
| Responding to DLUHC [Consultation](https://www.gov.uk/government/consultations/consultation-on-the-impacts-of-joint-tenancies-on-victims-of-domestic-abuse) on joint tenancies on DA survivors | FD asked whether members had considered this consultation and whether they would want to do a joint response or do individual responses.At GCHA the tenancy agreement says they have the right to remove a domestic abuse perpetrator from a joint tenancy. ME mhs do not have this in their tenancy agreement. They do not have many vindictive tenancy terminations. They have had to end a joint tenancy and then begin a new one and have managed to work it informally. They tend to avoid joint tenancies if possible. AC at ABC they have found it difficult to get Court protection. They end tenancies and then offer new tenancies as a practical approach. TH F&H are responding to the consultation as a council. He didn’t think the consultation was particularly deep. They aim to find a solution that works for both parties and that can include encouraging tenants to end a joint tenancy and start new ones – again a pragmatic approach.NB they would do a deed of release from a joint tenancy and create a sole tenancy – but this does require cooperation and for the person to be available.All organisations seem to judge in case on its merits and take a pragmatic approach to finding resolution.GCHA are responding to consultationFD will aim to draw a group response together and circulate to the group. The consultation closes on 10th May. This helps deliver objective **SH4 of K&M HS**. | FD | Use the comments highlighted in this discussion to draft a response and circulate to the group.  |
| Virtual Lettings [Guide](https://www.kenthousinggroup.org.uk/protocols/khg-guide-to-virtual-lettings/) | FD questioned whether the guide on the KHG website requires updating?TC Medway has gone to in person viewings. It is useful to have option of virtual if needed.ME mhs do in person viewings but document sign up is online.FD GCHA do in person viewing and DocuSign which is great to show all paperwork is handed over.In summary, it’s good to have the Virtual Letting Guide if needed and so the group needs to do a minor update on the Guide to say we’re mainly back to in person lettings but good to have virtual available if needed. | All | Consider volunteering to review this document  |
| Standing Items | **Delivering the** [**K&M Housing Strategy**](https://www.kenthousinggroup.org.uk/protocols/kent-medway-housing-strategy-2020-2025-a-place-people-want-to-call-home/)The objectives are listed on agenda.The work on a fire safety campaign, and liaising with KFRS on this, will contribute to delivering objective **SH2**.FD some clients do not feel themselves as vulnerable and so don’t want to be part of the assessment. ME the initial assessment is done in the housing team as part of a routine visit. If that triggers a more detailed assessment than the fire safety team will carry out the assessment. They’ve focused on their high rises first.AC ABC, Kent Resilience Forum (hosted at KFRS) contacted them after Storm Eunice to identify vulnerable tenants who would need assistance if without power form more than 48 hours. The contact details are [About us | Kent Prepared](https://www.kentprepared.org.uk/about-us?msclkid=880ed939c0a811ecb49498328b8bca91)KRF@kent.fire-uk.org and 01622 212409 This is linked to objective **SH6.****Customer Satisfaction and consultation and responding to the** [**social housing white paper**](https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper) **(SH7)**FD how are organisations doing this? GCHA seek feedback on perceptions on ASB, repairs, etc. How do you affect the wider community if you have a very low number of homes in a particular area?ABC resident engagement offer is low and there is no dedicated officer for that. They are working with TPAS. They discuss a different part of the White Paper each month. They met with Housing Regulator and got advice.TH F&H are ramping up post service surveys including lettings and ASB. They will be doing a big tenants’ satisfaction survey in May and will use the proposed new tenant satisfaction questions, [Tenant satisfaction measures (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1037997/14405_RSH_TSM_Consultation_summary_document.pdf) not the STAR questions.CGHA also using the new tenant satisfaction questions. Many dissatisfied tenants will not give a name or address so they are seeking postcodes to help identify the geographical area where the responses come from. |  |  |
| AOB | ABC has been doing pre void inspections and wondered if other members do that to check condition of the home? They would like to know which team do this type of work in other organisations. FM some organisations ask residents to take photos of each room, doors and windows and that identifies any damage and other issues. GCHA like to do a high standard of handover of home and this tends to include redecoration and carpets. TC Medway also aim to do a pre void assessment, done by the maintenance company, to give tenant a list of works they can do themselves or be charged for the repairs. This is a recent change.Date of next meeting is 14th June 10-11.There is a KHG Domestic Abuse awareness event on 20th June. If you would like to book a place please contact HM.  | All | Contact FD, JT or HM with suggestions of topics to cover in June |