**Present**: Genette Pinwill, Chair and Golding; Mark Goodman, Ashford BC and Kent Resource Partnership; Sean Richards, WKHA; Sian Hanrahan, Folkestone and Hythe DC; Keith Cane, TCH; David Edie, Dartford BC; Nicola Bowen, Choice Support; Anthony Crossley, Ashford BC; Sally Ward, Kent Resource Partnership Manager; Matthew Robbins, Optivo; Verity Johnson, Dover DC; June Heslop, SHG; Julie Terry, WKHA; Matt Eddy, MHS Homes; Felicity Dunmall, GCHA; Lisa Mason,

**Apologies:** Stuart Clifton KHOG chair and TWBC; Helen Sudbury, Folkestone and Hythe; Tracy Chambers, Medway;

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| Reference | Notes/Outcome | Who | Action/Decision |
| Better Communal Bin areas | Mark Goodman and Sally Ward of Kent Resource Partnership gave the presentation on waste and recycling in flats pilot with KRP given to KHG Executive Board in September who suggested Mark also present to this sub group. This pilot aims to improve recycling rates, improve appearance of bin areas, reduce contamination of recycling and reduce fly tipping, including of bulky items, at the bin stores. The presentation will be circulated.  The business case from the pilot should be completed soon. KRP and the district councils will be the first point of contact for Housing Associations.  MG will present to the KHG main group, and also this sub-group, in February.  David Edie asked what the costs are to remodel bin stores. Mark explained there is a cost to improving the bin areas but believes that pilot may show that there is a reduced cost in bins store maintenance after improvement. | HM | Invite MG to visit to update in 2022. |
| Update of Domestic Abuse Reciprocal Agreement | A sub-group has been formed to progress this matter. Sean Richards explained that the sub group discussed a wide range of related topics. Its facilitator, Lisa Clarke, has devised a questionnaire to discover how partners feel about the topic. GP agreed that the questionnaire could be circulated via the Tenancy Management Sub Group. | All | Respond to questionnaire when it is circulated to inform this process. |
| Contain Outbreak Management Fund | Stuart Clifton sent apologies. | HM | Ask chair of KHOG to attend to provide update on COMF In February |
| Kent & Medway Housing Strategy | GP explained that the KHG Executive Board wants each sub group to ensure it focuses on delivering this [strategy](https://www.kenthousinggroup.org.uk/assets/uploads/large/FINAL-Kent-Medway-Housing-Strategy-2020-2025-29.7.2020.pdf). We need to capture the work we do toward this in the feedback to KHG. Actions that relate to this group include;  ***Working together for safer homes***  *Develop an even closer relationship with Kent Fire & Rescue around prioritising fire safety in all tenures, housing new and old, planning and infrastructure, prioritising any emerging legislation and regulation as a result of Grenfell*  *Promote and facilitate the sharing of information about services that can be offered to residents to support the countywide and individual health and wellbeing agendas*  ***Affordability***  *Explore new models and pathways to support vulnerable members of the community, including sharing learning and best practice regarding Housing First pilots*  We will keep the strategy on agenda and revisit.  Tracy Allison, the KHG vice chair, chairs a meeting with the sub-group chairs and vice chairs on the Strategy every 6 months. |  |  |
| Standing Items/items raise | **Size of patches**  Helen Sudbury had circulated a question by email on how large a patch your colleagues look after. GP said they are on 800-1200. VJ has 4 officers and 4500 homes and so each person does 1000-1200 each. They also have assistant housing officer doing sign ups and 2 ASB officers. AC have 9 patches and range between 300-400 and also have 4 housing management support officers, and a travellers officer, but no dedicated ASB officers. DE said they have 3 managing all homes and separate team for rent arrears. MR said they use a patchless system and have 8 officers for 8000 homes, but with separate teams for other functions and a triage team to ensure tasks go to right team. NB asked how not having a designated housing officer works and whether that has an impact on relationships. MR agreed this can affect relationships and a lower awareness on estate issues. AC related a case where a patchless system can feel less supportive and can feel harder to get a call back as no named person. MR took AC point on board and said there was an Inside Housing article on this point. ME they have a patchless system and may be rolling back from it due to less focus on the estates.  **Scooters in blocks**  AC raised the topic of keeping scooters in blocks. GP agreed maintaining zero tolerance is hard and that providing storage that people will use is also tough. ME they have a zero tolerance system based on a couple of fires and also charging cables presenting a trip hazard. They made provision for storage on Sheltered blocks. AC questioned whether equality issues had been raised. ME said they had not yet and that many blocks were unsuited to scooters. They issue a 48 hours notice and then take the items and charge for collection. They only charge the costs of removing without any staff costs. This process is also used to lawnmowers, prams, scooters, etc. FD asked the timescales for disposal if not collected. ME allows up to 30 days. JT asked if a scooter had ever been removed and how. The Grounds Team have the right equipment to lift scooters. VH asked which types of notice people use. ME explained it is not a formal notice but as on their land they give 48 hours as though fly tipped on our land.  **Digital Inclusion**  AC said that ABD had got money for a winter community grant allows them to buy tablets for digital inclusion, but would welcome advice on good ways to run this scheme. JT thinks they are running a scheme on this and JT and AC to catch up on this. AC will circulate a details of the grant.  **Communal area**  AC asked how often partners check communal areas. FD said they have rolling monthly programme for external areas and fire boxes are checked weekly and reported back. These are done by the estate/maintenance teams, not housing teams. ME said they have weekly inspections done by cleaning and caretaker teams, not housing officers, and the caretakers raise jobs. They also have a monthly H&S visit. JT have quarterly inspections by housing officers and cleaners do fortnightly checks. MR the estate services team do a monthly H&S check.  **Tenancy audits**  AC asked how regularly to others do these? JT they did do them regularly, less so now, but are looking at whether to reintroduce them. ME they do them regularly, particularly in high rise blocks, with a focus on fire safety. GP they will to restart them, particularly those they haven’t heard from in a long time. | JT & AC  AC  All | Catch up and share good practice  Circulate name of grant obtained  Consider the issues checks of communal areas brings and potential solutions to discuss in Feb 2022 |
| Helping children with disabilities | GP explained that KHG Executive Board had had a talk from Christy Holden about helping families with children with disabilities access the right homes and had asked this sub group to consider what the issues and challenges are. GP asked how well homes with adaptations are matched to need? Were these homes hard to let and did they sometimes need to remove adaptations to be able to let? JT, they do sometimes struggle to let the adapted homes and would welcome a focused session on how to speed this up. GP said that at Golding they sometimes use a specialist to help on this. AC said ABC has an officer for complex cases and their problem is the ability to facilitate the adaptations needed by OTs and struggling to get the right level of adaptations. | All | Consider the issues this matter brings and potential solutions to discuss in Feb 2022 |
| Extra Care Housing | Helen Sudbury asked GP to ask for contacts who run extra care. Housing 21 was suggested. |  |  |
| Chair and vice chair | GP is stepping down and Felicity Dunmall will be new chair from 2022. GP and FD will do handover. The group still needs a vice chair. GP said it is a good role and useful for career development and making working relationships. Contact GP or HM to volunteer. | All | Consider volunteering to be vice chair |
| AOB | **Charging electric cars**  Lisa Mason asked about electric points for car charging. They have installed them in sheltered schemes and are currently not charging for the costs of charging. ME said they installed one in Medway and the customer pays to charge the car, possible via Podpoint. FD would be interested to hear more about this from ME.  **Heat Pumps and newer ways of heating homes**  FD they are putting heat pumps into some new homes and need to understand how this works for them and their residents. JT highlighted the importance of getting insulation right first.  KC ASHP can be larger. | FD & ME | Share learning. |