**Draft Kent Tenancy Management Sub Group Meeting Notes 27 September 2022, Microsoft Teams Call**

DRAFT

**Present**: Vitra Cummins, T&CH and chair; Julie Terry, WKHA and vice chair; John Gibson, Dartford; Jill Rogers, Gravesham; Anthea Stokes, Sanctuary; Julie Terry, WKHA; Tracy Chambers, Medway; Ben McGowan, Moat; Verity Johnson, Dover; Tom Harding, Folkestone and Hythe; Nicola Bowen, Choice Support; Lisa Johnson, Ashford; Genette Pinwill, Golding; Helen Miller, KHG;

**Apologies:** Matt Eddy, MHS; Helen Sudbury, Folkestone and Hythe; Vikki Perry and Anthony Crossley, Ashford; Tina Dust, Sanctuary;

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| Reference | Notes/Outcome | Who  | Action/Decision |
| Matters Arising from June meeting | None |  |  |
| Running fire safety awareness campaign (SH2) | JT Has approached KFRS to seek a partnership on a planned marketing campaign. KFRS are willing to work with us. The new Building Safety Act comes in early 2023 so should we focus on high risk and encouraging tenants to report any issues with entrance fire doors? This would KHG and KFRS logo and then your own logo.BG will check back with Moat. They did a fire safety campaign a couple of years ago and they need to check with colleagues that it is consistent with their approach as they have housing wider than Kent. JR supports idea and likes joint branding. Would like to cover safe storage, daisy chaining plugs in the home and safe storage of mobility scooters and other large items in communal areas.JT all organisations would need to contribute financially. We’d need to agree messages and visuals.JT, VC and HM will meet with KFRS to look at main messages and visuals. All asked to find out if their org can provide the visuals for the campaign.JG asked about the timescales. JT hopes we can create the campaign this year. TH when we did the key amnesty a HA, T&CH did the designs, and we all contributed towards the costs. JG Dartford communications team cannot do visuals.VC this will be more powerful when done across Kent. The campaign will focus on blocks of apartments and cover encouraging tenants to report faulty fire doors, avoiding overloading power sockets and avoiding leaving items in the communal areas.   | AllJT, VC HM | Find out whether your organisation would be able to create the visuals and let HM knowMeet with KFRS to agree messages |
| ReferKent (SH6) | HM ran through a presentation from KCC on this new service to help financially disadvantaged clients in Kent. There is a link to an animation that explains it here [ReferKent - Kent County Council](https://www.kent.gov.uk/social-care-and-health/information-for-professionals/referkent) It reduces concern that clients do not use signposting advice as the referral goes direct to the organisation and they will try to make contact with the client.Please consider whether this service is useful for your organisation and clients.If you use the service please feed back to the group.  | HMAll | Circulate presentation and flyer on serviceConsider whether you want to contact KCC about this |
| Standing items | Delivering the K&M Housing Strategy(the objectives for this group are listed at the end of every agenda)We are working on the work with KFRS on SH2 ReferKent is an example of SH6 sharing information for services and supporting tenants. SH7 relates to Tenancy Satisfaction Measures. Jill will present at early 2023 and then all members to give input on what they are doing. Jill will be using different methods to reach harder to reach tenants.Dartford are looking at resident participation too, with the survey due to go out soon and have governance arrangements in placeJT WKHA has a test survey going out soon and have a contract for company to do the surveys. Should we share out test results with each other? F&H did new tenant satisfaction measures survey this summer and willing to share as soon as others ready to share.VC when are surveys going out and coming in? JR doing survey with rent statement from October to second week in November. Professional standards and good practiceJT to talk about WKHA DA service at November meeting.  | JT | Tell the group about the WKHA work on DA in Nov |
| Chair and vice chair | Vitra is new chair and Julie will remain as vice chair.  |  |  |
| AOB | Date of next meeting; 29th November 10-11 HM is running a poll to find out how you’d like to attend meetings in 2022. Please respond to the poll at <https://forms.office.com/r/StEufDDCqe> by midday 30th September. Please respond in this way as if the information comes in other ways we do not know if it duplicates a poll response. If we do have a face to face meeting KHG can arrange to host at Ashford but if you’d like to host please let HM know. JT does anyone still offer fixed term tenancies; yes Medway but looking to change this soon.  | AllAll | Complete the poll by FridayIf your organisation would like to host a meeting let HM know |