**Draft Kent Tenancy Management Sub Group Meeting Notes 28th July 2023, Teams**

DRAF

**Present**; Sean Richards, WKHA and todays chair; Louise Rayner, Gravesham; Vikki Perry and Lisa Knight, Ashford; Luke Versteeg, EHRA; Stacey Clark, KCC; Tom Barton, Sanctuary; Soji Adenowo, Medway: Tom Harding, Folkestone and Hythe DC; Ben McGowan, Moat; Helen Miller, KHG;

**Apologies:** John Gibson, Dartford; Helen Ayers, Dover; Matthew Eddy, mhs homes; Nicola Bowen and Maria Huseyin, Choice Support; Verity Johnson, Dover; Vitra Cummins, T&CH and chair; Julie Terry, WKHA and vice chair;

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| Reference | Notes/Outcome | Who | Action/Decision |
| Matters arising from June 2023 | All - Please decide how to measure the effectiveness of the fire safety campaign in your organisation.  Tom F&HDC will measure the number of items they need to sticker that have been left in communal areas and compare it to a previous period. Officers will also seek anecdotal feedback. |  |  |
| Refer Kent (SH6) | Stacey Clark gave a presentation on Refer Kent which will be circulated. This system allows organisations to refer, rather than signpost, people to organisations that could help them. We know many people do not act on signposting and so this removes that risk as the organisation receiving the referral then contacts the person. The system saves data on whether contact has been made. The referral form is simple, using name, contact details, little information on topic of referral, client consent, and organisations using it have found it easy to use. You can use the system to search for organisations to refer to, with information about their service and who they can help.  Organisations include those on health, mental health, debt, adult education, domestic abuse, gambling and it expands each month.  Please consider whether joining this scheme will help your tenants and organisation.  Stacey mentioned that KCC is a conduit to the Money Guiders Programme. To find out more email [referkent@kent.gov.uk](mailto:referkent@kent.gov.uk)  Once an organisation signs up individuals have login ins and there is a main user. Extra people can ask for log in.  Stacey can provide a brief training session on how to use it if needed. | HM  ALL | Circulate referkent presentation  Please consider joining Refer Kent |
| How is Lets Stay Fire Safe working for you? (SH2) | John Gibson from Dartford provided this in writing before the meeting; Generally very positive   * Posters being printed for noticeboards in communal areas * Link to videos published on Council’s website * Poster published on Housing website * Link to videos published on Housing website * All staff encouraged to view videos * Issue and materials discussed at Dartford Tenant and Leaseholders Forum * Resident reps received link to materials * Article to appear in next edition of ‘The Link’, DBC’s Housing newsletter for its residents * Campaign has been positively received by Council’s Senior Management * Link to videos sent to all Councillors   Only disappointment, which we’ve expressed previously, is the lack of visible support by KF&RS. We still cannot understand why they wouldn’t allow their logo to be used.  Sean explained that at WKHA they’ve put it on their website, used it a lot on social media with Twitter reaching 400+, Facebook 300+, Linked in 600+ so the message is getting out there. They intend to use the poster in the blocks.  Louise from Gravesham said their compliance team are leading on this. They are using their own literature, not the materials provided by the group. Louise asked to ask the compliance team why they prefer to use their own.  Tom from F&HDC hoped their compliance team would lead but they’ve had a slow start due to low staff levels but picking up now.  Soji from Medway are have posters in communal blocks. All officers are asked to report any issues back to the tenancy team. They will also put information in the tenants’ newsletter.  Tom from Sanctuary, attending as Tina Dust unable to attend. His interest is around fire safety. They may use the Lets Stay Fire Safe materials. They are a Primary Authority with Hampshire Fire Safety service and this has helps. In Kent they signpost residents to KFRS home visits. | LR | Seek compliance teams feedback on the Lets Stay Fire Safe materials |
| Updates from members questions | **Authority to discuss – from Rebecca Williams of T&CH**  No-one present from T&CH to comment.  **Personal Utility costs in older persons schemes – Stefan Polom of T&CH**  No-one present from T&CH to comment.  **Leaving floor coverings – Anthony Crossley of Ashford**  Lisa explained that Anthony was called away on an emergency and would feedback later  **Non return of keys after Notice to Vacate has expired - Anthony Crossley of Ashford**  Lisa explained that Anthony was called away on an emergency and would feedback later  ABC and T&CH are asked to send written updates on the queries that were circulates on their behalf to the group to be circulated | T&CH and ABC | Please provide a short written update on these for circulation |
| Saying we are members of KHG | Helen explained that in a conversation between Julie, Vitra and her they weren’t sure whether customers would be interested to know that the organisations are members of KHG. Is it useful for transparency?  Ben from Moat, they’d need to ask their customers whether they want to know that they are members of KHG. It should be customer led. Do customers know what KHG is?  Tom from F&HDC their homes have recently come back into their control and they are focusing on letting people know their homes are now managed by F&HDC.  Louise from Gravesham it may be useful if they knew what KHG is but it’s not the most important message that needs to shared and they’d take the lead from what their customers need to know. It may be useful to know at some point.  Sean from WKHA said their residents get a lot of information and it’s important to give them the information they want and be client led.  Soji from Medway, perhaps we’d need to raise awareness of KHG in member staff first.  Helen agreed with Soji asked that people share the KHG newsletter with your teams to let them know what KHG does.  Members of this group are asked to act as the conduit between your team and this meeting. Please ask your colleagues of the issues to be raised so we can put them on the agenda and feedback anything useful from the meeting to your team. | All | When the KHG newsletters are circulated please share them with your teams |
| AOB | **Bed Bugs**  Ben, are organisations having a big increase in bed bugs?  Louise, Bed bugs can travel from one home to any with party walls so you may benefit from treating neighbouring homes.  **TSM**  Louise, are you getting good response to TSM surveys? Gravesham are including them in rent statements and via phone calls. Ben, Moats data is not localised enough to comment on how it is in Kent. They hope to have more localised data soon. Tom F&HDC are not doing transactional surveys at the moment. They did a survey via letters to be returned or go online. They had a reasonable return when they extended the deadline and can feedback when analysed. Sean, WKHA are doing telephone surveys. Soji Medway do a monthly door know exercise to seek feedback and complete the survey on an iPad. Tenants can invite you in to show you unreported or unresolved matters and that can be very useful. It is hard to know whether people give more positive responses face to face. Luke EHRA are putting a lot of resource into this. They do not break the results down just for Kent. Louise Gravesham thinks people may give a more favourable response when face to face. If they see a repair issue during a TSM visit its reported then and there and that does tend to give a favourable response  **Recruitment**  Louise It is hard to recruit staff. They use Jobs Go Public and Indeed. Luke EHRA have started using Inside Housing. Ben Moat also interested in finding best places to get good quality applications. It is hard to find a balance between being affordable and targeted enough to be seen by the right people. HM highlighted people can email [sharon.irvine@ashford.gov.uk](mailto:sharon.irvine@ashford.gov.uk) with a link to where their job is online to request a job is advertised on KHG website [Jobs - Kent Housing Group](https://www.kenthousinggroup.org.uk/jobs/). We’re all chasing the same small number of staff and need to bring new people in and train them up.  **Date of next meeting is 12 Dec 2023**  **Topics for next time;**   * Home Straight on hoarding * Right Care, Right Person, * Forward Trust and perhaps CGL on how they can support people with drug and alcohol misuse access services and sustain their tenancy.   Please email Helen with topics or speakers for future meetings |  |  |