**Draft Kent Tenancy Management Sub Group Meeting Notes 31 January 2023, Microsoft Teams Call**

DRAF

**Present**: Vitra Cummins, T&CH and chair; Julie Terry, WKHA and vice chair; Matt Eddy, MHS homes; Verity Johnson, Dover; Georgina Tippins, Moat; Anthony Crossley, Ashford; Jill Rodgers, Gravesham; Ben McGowan, Moat; Genette Pinwill, Golding Homes; Helen Miller, KHG;

**Apologies:** John Gibson, Dartford; Nicola Bowen, Choice Support; Tina Dust, Sanctuary; Tom Harding, Folkestone and Hythe;

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| Reference | Notes/Outcome | Who | Action/Decision |
| DA reciprocal agreement HW7 | Lisa Clarke’s – written update circulated with the agenda and is pasted in here;   * The project team have now finalised the documents including the memorandum of understanding to be signed by signatories and the referral form. This has taken some time as there have been a large number of factors/implications that needed to be considered. * We have worked with Serine Annan-Veitch (Project & Partnerships Manager-Domestic Abuse), Jackie Hyland (Domestic Abuse Coordinator), Toni Carter (Housing Solutions &Private Sector Manager- Dartford) and, Sarah Collins ( Analyst Manager, Domestic Abuse Research Programme), to ascertain what data we want to capture from the reciprocal transfers. This has now been finalised and we hope will be beneficial to KCC and support any future service provisions etc. * We had previously established Jackie Hyland (Domestic Abuse Coordinator) to act as the local coordinator for the scheme. Jackie has since moved onto pastures new and so in the interim Joanne Comer (Domestic Abuse Project Officer) will be undertaking this role. * The next stage of the project is now to launch the scheme. We will be hosting a webinar (date TBC), inviting all parties who had originally expressed an interest when the project was first launched and organisations who may also be interested to sign up to the scheme. I will also be writing to the CEO’s of the social landlords in Kent to encourage participation. We are looking at completing these actions in February 2023, following this the scheme will then go live. * I have also been invited to speak at the National Housing Federations Webinar on the 1st February to talk about the lessons learnt from the project with a view to encouraging other local authorities and social landlords to implement the scheme.   HM offered to answer any questions on it but none were raised. |  |  |
| Running fire safety awareness campaign (SH2) | Vitra asked whether any members, who haven’t yet said they want to be part of this would like to join? Moat are not singed up as their stock is wider than Kent. WKHA are not signed up as they have their own fire safety campaign.  Vitra explained that ABC communications service suggests it provides;   * Two animations (one covering fire safety advice in the home / one about not blocking communal areas to store personal items, propping open fire doors, daisy chaining power sockets). Animations fully accessible, with subtitle options etc. * Toolkit containing images, posters using QR codes, social media assets & posts, copy suitable for website, e-newsletters, briefings etc. * Modest number of paid-for posts * Account management including research, reporting and analytics * Campaign timeline tba (late February/March/April) * Editorial and campaign graphics included in next issue of Home Front, KHG’s quarterly members’ e-newsletter * Campaign to be hosted on KHG website, text, graphics and downloadable assets   The cost is around £4000.  HM Need to let ABC comms know that some members are not intending to use the materials.  Are we sharing the resources with all members or just those who are contributing? JR as a contributor happy to share with those who are not. T&CH happy to share. Agreement – resources will be open to all KHG members.  Verity asked what the costs of the fraud campaign would be. Verity advised to ask Adam Simmonds.  Moat and WKHA would like to take the scope back to their organisations to ask if joining in. This is given in the bullet points above.  The comms service designing the campaign raised some questions which the group worked through;   1. A steer on the tagline ( Comms suggested; Clear it away; get fire smart; protect yourself and your neighbours; put fire safety first; our community your responsibility)   The group chose Let’s get fire smart.   1. Please provide 3 or more bullet points for each of the animations   Animation fire safety in the home; have a working smoke detector, don’t overload your electrical sockets, fire safety around portable heaters, keep your bonfire safe? (perhaps four seasons of fire, so summer BBQ, autumn bonfires, winter safe heating, spring daisy chaining) don’t leave lit candles;  Animation for safety in your communal area; shut fire doors and report issues with them and report damage – helping us keep you safe ; don’t keep items in communal areas, don’t charge items in communal areas, don’t store things in communal cleaning cupboard,;   1. Agreement on how to sign off of materials in a timely way. JT suggests this should go to partners for comments within the week.   Some partners want to pay this this financial year. Some partners want to make a final check on whether their organisation want to join in. Any other partners coming in please say you are coming in by 7th February. Once HM knows final numbers of partners committed she will request your POs. It is possible the figure may drop below £500 each if more partners join. | HM  VJ  HM  GP & BM | Let Comms service know some KHG partners will not use materials so write article for Home Front with knowledge  Ask AS any queries about fraud campaign  Email Jeff with the group’s ideas  Find out whether your org wishes to join and email VC & HM to confirm by 7th Feb |
| Roundtable discussion on how you are addressing TSM | Vitra asked what each organisation are doing on this?  WKHA are doing mock surveys to see how it works – but no results yet  Gravesham are doing a rolling programme, not one off annual survey. Survey sent with the rent statement got a very poor response rate and also high dissatisfaction on repairs and residents do not know what the organisation has been doing. Their homes are very dispersed. They will do some evening calls, door knocking, etc.  MHS are testing the questions and also doing transactional surveys to get responses within say an hour of a repair being done, so whilst fresh in their mind.  Dover is planning a series of events starting June with community safety, neighbourhood watch, etc. and door knocking.  Moat have done transactional feedback for a long time. When the responses show dissatisfaction they get a call back to understand more – but sometimes the dissatisfaction is around another matter entirely. They will be looking again in customer satisfaction and big focus on keeping the customer at the heart of what they do. When seeking real time feedback check that the tenants are feeding back on the question asked and not another matter.  Gravesham like Teams surveys with a QR code and how and are considering how that works alongside other data collection. If a person moves home need to check all surveyed and not some surveyed twice.  Ashford did a survey on core themes of regulatory bill and got 18% return. When they had negative comments on repairs they called tenants back to learn more. They are running Warm Places in some independent living schemes. Forums have speakers on cost of living, fire safety, etc.  GT at previous organisation we struggled getting surveys back or getting updated details on residents. They wrote out to tenants with the information they held on them (their household etc.) and many responded to correct and update them. That seemed to get a good response. Perhaps do survey with checking on personal data. |  |  |
| How is your organisation addressing dampness and mould | Vitra asked members to say what they are doing around dampness and mould in homes. There is plenty of media coverage on the topic. TCH are seeing more tenants coming forward seeking urgent help and concerns around health. They also encouraging tenants to report issues and all staff, whatever the reasons for their visit, to report what they see.  WKHA have had a process around damp and mould and also aim to do preventative work identify homes more likely to have damp or mould so knowing know your stock really helps. They have made it easier to for another officer visiting a home to log that they saw damp. There are looking at how to prioritise the severity so deal with most severe cases first using an active live tracker. Also providing some information for tenants on how to manage condensation in your home – not victim blaming - just practical advice. They are getting more movement requests to get away from damp homes.  MHS has not seen an increase in people asking to move. They are seeing more calls about dampness and the surveyors are very booked up so aiming to prioritise the highest risk cases. They have thermometers on the floor to get an idea on how well the home, not the person, is heated. Customers are using cleaning products that do not kill mould spores so they are providing anti mould cleaning products.  JR said the Housing Ombudsman spotlight [report](https://www.housing-ombudsman.org.uk/useful-tools/damp-and-mould/) it highlights not blaming tenant ‘lifestyle’ and taking responsibility to design out issues. Their legal team have said that they can tackle disrepair issues when a claim has come in – no need to wait for resolution before doing works. This is also highlighted in the matters of concern section of the coroner’s [report](https://www.judiciary.uk/wp-content/uploads/2022/11/Awaab-Ishak-Prevention-of-future-deaths-report-2022-0365_Published.pdf) to prevent future deaths in the case of Awaab Ishak.  Moat has seen a big increase in reports of dampness. They aim to visit homes within 3 days of a report of dampness and triage so visit the most serious ones first. They have a damp and mould action plan based on Housing Ombudsman report. They are making sure their CRM ensures all departments have the information they need. They also suffer from some tenants not reporting issues so need to get active in seeking information on condition of homes.  Gravesham has seen a big rise in disrepair claims. No big increase in requests to move. They are also looking at linking databases for better understanding.  Vitra thanked the group for a lively, well informed, discussion. |  |  |
| AOB | HM asked the group what they think of the Better Social Housing [Review](https://www.housing.org.uk/resources/the-better-social-housing-review/)? The document wasn’t widely known in the group. Please have a look and let Vitra and Helen know if you’d like to discuss its findings in March.  HM asked whether members are using the UK [Housing Data Standards](https://hact.org.uk/tools-and-services/uk-housing-data-standards/)? GT mentioned [Housemark](https://www.housemark.co.uk/) standards, not HACT.  BM they are looking at signing up to apprenticeship course for existing staff in preventing fraud, level 4 recognised qualification. BM would like to know if other organisations would like to get involved to create a Kent cohort for this course  **Dates of meetings in 2023;** 19 April; 5 July in person; 28 Sept; 12 Dec 2023; | All  BM | Let HM & VC know whether you’d like to discuss at next meeting  Email HM info so can circulate |