

**MINUTES OF THE NEW HOME SIP GROUP HELD ON 27<sup>th</sup> May 2010  
AT CITY LEARNING CENTRE**

**Present:** Paul Dillon (Chair), Mike Glennon, Mark Humphries, Violet Arnold (minutes), Keith Edwards, Dorothy Cameron, Viv Critchley, Elaine Christian, Maurice Christian, Chris Lovelock, Irene Bishop and John Raine

**Apologies:** None

ITEM		ACTION
1	<p><b>Minutes of the Last Meeting</b> Read through and agreed by all present</p>	
2	<p><b>Matters Arising</b> <b>Empty Homes Standard</b> Copies of the Standard were given out at the last meeting and requests for comments on the document. To produce a meaningful Standard in order that prospective tenants know what they can expect from our properties and service. A PDF of document would be included on website. Poole and Sandwell standards were given out at the meeting and all were asked for initial feedback Feedback given was that Poole Standards are quite good but more pictures could be included, contacts and address details. A discussion was held that important information such as where the stopcock is should be included. This would not be needed in such documents on viewing, but would be required upon moving in. Language formats were discussed and PD explained that it would not be cost effective to produce large amounts of these in different languages, but we could upon request as needed provide to prospective tenants of different languages.</p>	
3	<p><b>Performance</b> MH went through last quarters performances and there were slightly down and not hitting target due to staffing issues. Winter time voids seem to peak due to deaths and also due to bad weather the teams were affected when we had bad snow. He states that we are not a million miles away, but work needs to be done to address. Communication was said to be good within voids and lettings. JR made a comment that when he had a death in the family he had been told to have the keys back within one week. He stated that Canterbury Council and Runcorn give two weeks and no rent to be paid. PD stated although it is a sensitive time, each case is different, however, he stated that he would do some benchmarking with these other authorities. KE commented that families of deceased tenants leave property at the addresses and should they not be recharged? PD stated again each case would be looked at individually.</p>	
4	<p><b>Termination Pack</b> Suzanne Tomlinson sent out feedback sheets to all. KE commented about the 4 weeks notice on termination – what would happen if they left early and the property was relet after two weeks. An overlap of benefit was discussed, this enables tenants time to move in as we have to start tenancies quickly in order to maintain the rents and not lose money.</p>	

5	<p><b>Service Standards</b></p> <p>The recent desktop audit found that the service standards were not robust enough with timescales of arranging viewings and sign ups. Inspectors thought the process should not be just for homestop, but also for the voids team to have their own Service Standards.</p>	
6	<p><b>Homestop Newsletter</b></p> <p>JR enquired how the system has changed from the old Housing Waiting List. PD explained the process of bidding. He stated that if people did not bid for properties they did not want, then this would save resources and reducing the % of offers made per property. KE commented that Argosy Court should state that door to property should say inside or outside the secure gates. Pictures that were not available should not have a blank house as it could be misleading. It should have no photo available. PD discussed “up my street” for people accessing the homestop on the web. MG commented that on some of the adverts stated BBC when it was actually Muir Group property. There are a few glitches with Arbratas system and it is being looked into. Discussions about First Come, First Served, Priority Bands and estate to be on the advert to let customers know where properties are situated.</p>	
7	<p><b>Tenants Handbook</b></p> <p>Copies were given out of the Tenants Handbook and comments asked to be feedback at the next meeting.</p>	
8	<p><b><u>Any Other Business</u></b></p> <p>There was no other business</p>	