

TENANCY STANDARD
PANEL MEETING

Wednesday 13 March 2019 – 2pm
Committee Room 2A, Civic Centre

Present: Cara Stevens (Chair), Jane Steer, Darrell Thomas, Jo West.
Audience None.
Note Taker: Jordan Gallagher

Item No.	Description	Action by:
1	<p><u>Welcome and Apologies</u></p> <p>CS welcomed the members of the Panel and advised that the 2019/2020 engagement timetable was currently being updated. CS asked if all panel members wished to remain on the tenancy panel for 19/20.</p> <p>Apologies were received from Zulfi Kiani-Mackintosh, Wayne Mitchell and Celia Candy.</p>	
2	<p><u>Minutes from Previous Meeting and Matters Arising</u></p> <p>The minutes from the last meeting were agreed and any questions have been answered in the minutes.</p> <p>MM was included in the apologies in error.</p>	
3	<p><u>Quarter 3 Performance</u></p> <p>CC went through the Housing Management Quarter 3 Performance Indicators 2018/19 and answered questions raised by the panel.</p> <p>The panel congratulated the Rent Team on their good work.</p>	
4	<p><u>Universal Credit</u></p> <p>CS provided the panel with an update put together by WM which will be included in the minutes.</p>	
5	<p><u>Homelessness Reduction Act Update</u></p> <p>CS gave an update on the Rough Sleepers Initiative, and provided the panel with a copy of the Action Plan and answered any question raised.</p>	

	CS advised that Bromley Cottages were now completed and photos will be provided in due course.	
6	<p><u>Homelessness and Rough Sleeper Strategy</u></p> <p>CS provided the panel with a copy of the consultation documents, which include homelessness statistical information. CS advised that the consultation will commence on the 25 March 2019, and would last for 12 weeks.</p> <p>CS to forward an electronic copy to JS.</p>	CS
7	<p><u>Landlord Survey Update</u></p> <p>CS updated the panel with information provided by ZKM. Survey commenced 21 January 2019</p> <p>1st reminder sent 11 February 2019 2nd reminder sent 4 March 2019 Field work closing 18 March 2019 To date 593 surveys have been received (564 postal and 29 online)</p>	
8.	<p><u>Tenant Training Day on GDPR</u></p> <p>CS updated the panel with information provided by ZKM.</p>	
9.	<p><u>Harlow Council's Volunteer Thank You Reception</u></p> <p>CS gave the panel details of the Thank you reception, which is being led by Community Wellbeing and is due to take place on 5 June 2019. Further details to follow once received</p>	
10.	<p><u>Consultations</u></p> <p>None.</p>	
11.	<p><u>Any Other Business</u></p> <p>CS provided the panel with a handout produced by Housings Fraud officer containing the number of successful fraud cases since May 2018.</p> <p>The Panel would like to pass on thanks to all those who reported fraud, helping towards these good results.</p> <p>JW raised a concern about school kids riding on the main roads near her property. CS assured JW that Community Safety have</p>	

	<p>been trying to pick cases like this up, but that he has to be a clear nuisance and not children just riding their bikes.</p> <p>JS thanked CS for dealing with an issue raised in the Property Panel and requested that she would like an explanation as to why the poorly worded letter she received was not checked before sent out. CS to see if the editorial panel that looks at Harlow District Council letters is still running and come back.</p> <p>JS suggested that the panel could look into more ways of trying to convince tenants to have works carried out to their properties by publicising more HTS success stories.</p> <p>Dates for the next meeting will be out ASAP.</p>	CS
	Next Meeting: TBC	