

Knowes Housing Association

Housing Management Sub Committee

Tuesday, 28th May 2019

Knowes Housing Association Offices, Field Road, Faifley

MINUTE OF MEETING

Present:

Yvonne MacDonald
Katie Devaney
Rhona Polak
Billy Stevenson
Sheila Cope, Convenor
Martin Harvey, Housing Manager

Observers - Jillian Fearnside, Claire McGraw, Gary Clark, Lynsey Chrystal, Steven Wright

1.0 Apologies

1.1 No apologies submitted

2.0 Minutes of Last Meeting – 16th April 2019 and Matters Arising

2.1 The minute was agreed as being accurate.

2.2 Proposed by Sheila Cope and seconded by Rhona Polak.

3.0 Declaration of Interest

3.1 There were no declarations of interest on any of the items contained within the agenda.

4.0 Void Loss Report

4.1 Martin outlined the void loss for April. Members noted the performance and had no questions to ask.

Report noted by members

5.0 Arrears Summary Report

5.1 Martin outlined the performance in April showing an increase in overall arrears. UC continues to have an impact on the arrears and will continue to do so over the next few years. Staff are trying to mitigate the effects but continue to have issue around the information from DWP, which is hindering how we manage cases and payment cycles. We will continue to build on the partnership

relationship we have in an attempt to make this easier but the consent issue and GDPR on information that they can give is not helping staff in managing cases.

5.2 No other comments from members on arrears report.

Report noted by members.

5.3 **a) Bedroom Tax – Update** - Martin advised that Bedroom Tax cases are being managed with the assistance of DHP covering the shortfall.

5.4 **b) Universal Credit –** this covered in arrears report.

6.0 Any Other Business

1. KPI'S FOR 2019-20 – Martin went through the new targets set for the forthcoming year and confirmed that we had revised the arrear targets upwards based on the effects UC will continue to have. Members noted the change and asked whether these were realistic. Martin confirmed that he believed they were and although challenging it is hoped that with a new member of staff, the Housing Assistant, joining the team and continued optimism that the DWP and the process of UC will become more manageable, then we maybe in a position to keep arrears levels at the new targets. All other performance targets are remaining the same.
2. Two Bankruptcy cases approved by Committee. The first case for £241.71 proposed by Billy Stevenson and seconded by Katie Devaney. The second for £435.16 proposed by Rhona Polak and seconded by Sheila Cope.
3. Void Management Policy review proposed by Sheila Cope and seconded by Yvonne MacDonald.
4. Members approved WDC Rapid Rehousing Plan, Key Partner Contribution Statement after highlighting one typing mistake in the document, which will rectified prior to being returned to the Local Authority.

Date of Next Meeting

25th June 2019 at 6.30

Minutes Approved By Members and signed off as accurate by Convenor –

Signed

Date