

MID SUFFOLK DISTRICT COUNCIL

Minutes of the Meeting of the **JOINT HOUSING BOARD** held at the Council Chamber, Council Offices, Corks Lane, Hadleigh on Monday, 24 April 2017

PRESENT:

Councillors:

Mid Suffolk

Nick Gowrley
Lesley Mayes
Sarah Mansel

Babergh

Tony Bavington
Jennie Jenkins
Jan Osborne (Chariman)

Tenant Representative:

Steve Phillips
Keith Wykes
James Taylor

Michael Berry
Rodger Chapman
Maria Hilton

In Attendance:

Suzy Williams – The Rental Exchange
Gavin Fisk – Corporate Manager – Income and Tenant Services
Anne Bennet – Corporate Manager – Development (Housing and Investment Activity)
Victoria Freer – Improvement and Involvement Officer
Ann Hunter - Improvement and Involvement Officer
Krissy Dillon – Governance Support Officer
Henriette Holloway - Governance Support Officer

9 **APOLOGIES FOR ABSENCE**

There were no apologies received.

10 **TO RECEIVE ANY DECLARATIONS OF PECUNIARY OR NON PECUNIARY INTERESTS**

There were no declarations of interests.

11 **TO CONFIRM THE MINUTES OF THE MEETING HELD ON 20 MARCH 2017**

RESOLUTION

The Minutes of the meeting held on 20 March 2017 were confirmed as a correct record subject to amendments:

Including the amended Equality Impact Assessment

Page 5, last line, first paragraph: views of Roger Chapman only and not necessarily the other Members of the Board.

12 **JHB/17/17 - CUSTOMER PROFILING/ INSIGHT/ SEGMENTATION/ TENANT AND LANDLORD RELATIONSHIP**

Gavin Fisk, Corporate Manager Income and Tenant Services Corporate Manager, explained the purpose of the report and said the project was in the early stages of development. The profiling was intended to help the Council to improve their understanding of who their tenants were, enabling an improved targeted approach to the services provided to the tenants. In response to questions from Members it was clarified that the collected information would be used for intelligent profiling only. The examples of segmented information in paragraph 10.17 were intended as an illustration of how layers of intelligence could be used to identify persons with similar circumstances. Staff experience and knowledge would be used to tailor the profiling process and then the involvement from the tenants would be required to take this project forward and improved the support and services provided to tenants.

By 11 votes to 1

RESOLUTION

The report was noted.

13 JHB/18/17 - RENTAL EXCHANGE - FOLLOW ON FROM MARCH 2017 MEETING

Gavin Fisk, Corporate Manager – Income and Tenancy Services, introduced Suzy William, the representative from Experian. She presented the Rental Exchange scheme to Members and explained how the scheme would be a beneficial to tenants, who would otherwise find it difficult to obtain a credit score. The presentations covered various issues including:

- Electronic proof of ID-digital authentication, which required two forms of identification, which tenants might find difficult to obtain
- Data Protection
- The Fair Processing Notice to tenants

She explained that Experian supported the 'opt-out' option as it was the most cost effective for both Experian and the Councils and was recommended by the ISO. Experian would not be able to provide support or training for an 'opt-in' scheme due to the administrative implications, but would help the Councils to implement the scheme by providing the material for training and tenant information.

In response to Members' questions Gavin Fisk, Corporate Manager – Income and Tenancy Services, explained that the Tenant Forum had not been included in the process as the decision rested with the Joint Housing Board. He said that two articles had been included in Tenants News letters to inform tenants about the proposed Rental Exchange scheme, but that there had been no response to these.

Suzy Williams explained that the experience of other organisations, which all had opted for the 'opt-out' scheme, was that 1 to 2% of tenant had opted out by receipt of the Fair Processing Notice. She also said the Fair Processing Notice letter could be altered except the six bullets points at the end of the letter. She confirmed that the

data collected by the Scheme would not be sold on to other organisations.

Gavin Fisk, Corporate Manager – Income and Tenancy Services, informed Members that the notice period for the opting out of the Rental Exchange scheme could be altered, but he felt that eight weeks would be appropriate. He reminded Members that tenants could opt out at any time during the scheme and Suzy Williams confirmed that the credit record would be deleted as a result of this.

Councillor Sarah Mansel, said she felt this was a good scheme for tenants and that the Committee should consider all the Councils listed on pages 25 – 27 had all gone through the same considerations as this Committee and has still decided for the 'opt-out' Rental Exchange Scheme.

Some Member felt that the scheme needed further consideration and should be presented to the Tenant Forum.

Kevin Jones, Interim Strategic Director, said the proposal was a good scheme, which would help tenants as a whole and was unlikely to be implemented if the proposal was changed to an 'opt-in' Scheme.

Gavin Fisk, Corporate Manager – Income and Tenancy Services, explained further that the proposal had already been to committee once and due to the cost to the Councils, time constraints and the move to Endeavour House, the proposal may be considered again in the future.

Councillors Tony Bavington and Tenant Representative Michael Berry proposed and seconded a motion of deferral respectively.

By 8 votes to 4

RESOLUTION

The project was deferred.

14

JHB/19/17 - UPDATE ON HOUSING REVENUE ACCOUNT DEVELOPMENT AND INVESTMENT ACTIVITY

Anne Bennet, Corporate Manager Development (Housing and Generation) Gave Members an update on the activity relation to HRA development and investment. She pointed Members' attention to the Disposal table on pages 44 to 45 in Babergh and Mid Suffolk and to the Spend 2016/2017 on page 45. She also asked Members to look at appendix 1 and 2.

Members asked for a list detailing the number of bedrooms for the required houses.

Councillor Tony Bavington asked when more housing schemes would be approved and was informed this would happen in July.

By a unanimous vote.

RESOLUTION

The contents of this report is noted

15 JHB/20/17 - JOINT HOUSING BOARD FORWARD WORK PLAN

Victoria Freer, Improvement and Involvement Officer, presented the forward plan and said that the Mid Suffolk Annual Council was to take place on the same day as the next Joint Housing Board Meeting and suggested that the June meeting be cancelled and the agenda items move to the 17 July at Babergh District Council.

By an numinous vote

RESOLUTION

The Forward Plan be noted.

16 ANY OTHER BUSINESS RELATING TO JOINT HOUSING BOARD

Councillor Jan Osborne said thank you to Krissy Dillon and Victoria Freer for their support and help with the Joint Housing Board Committee and wished both all the best for their maternity leave.

17 RESOLUTION TO EXCLUDE THE PUBLIC (WHICH TERM INCLUDES THE PRESS)

RESOLVED

That pursuant to Part 1 of Schedule 12A of the Local Government Act 1972, the public be excluded from the meeting for the business specified below on the grounds that if the public were present during this item, it is likely that there would be the disclosure to them of exempt information as indicated against the item.

The Committee was also satisfied that the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

18 JHB/19/17 - UPDATE ON HOUSING REVENUE ACCOUNT DEVELOPMENT AND INVESTMENT ACTIVITY

The Minute relating to the above mentioned item is excluded from the public record. A summary of the Minute made by the Proper Officer in accordance with sub-section 2 of Section 100(c) of the Local Government Act 1972 is set out below.

Anne Bennet, Corporate Manger – Development – Housing and Regeneration, introduced the report and responded to questions raised by the Members.

By a unanimous vote

RESOLUTION

The report was noted.

The business of the meeting conclude at 15:55.

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Chairman

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