

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

Babergh

Nick Gowrley
Lesley Mayes
Sarah Mansel

Tony Bavington
Jennie Jenkins
Jan Osborne (Chairman)

Tenant Representative:

Steve Phillips
Keith Wykes
James Taylor

Michael Berry
Roger 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
Kevin Jones – Interim Strategic Director

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

Board Members noted that the Equality Impact Assessment had been included as requested by Councillor Bavington.

RESOLUTION

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

Page 5, first paragraph, last line: 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, introduced the report and explained that the purpose of the report was to provide the Board with an overview of an upcoming project that would explore the Councils approach to Customer Profiling/Insight and Segmentation and the relationship between Tenant and Landlord. This would enable an improved and targeted approach to services provided to 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 given in paragraph 10.17 were intended only as an illustration of how layers of intelligence could be used to identify persons with similar circumstances. Staff experience and knowledge would also be used to tailor the profiling process along with involvement from the tenants, which would be required to take this project forward and improve support and services provided to tenants by the Councils.

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 Tenant Services, introduced Suzy Williams, the representative from Rental Exchange. She presented the Rental Exchange scheme to Board Members and provided an explanation of how the scheme could be beneficial to tenants, who may 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, which was recommended by the ISO and was the most cost effective for both Experian and the Councils, and advised the Board that Experian would not be able to provide support or training for an 'opt-in' scheme due to the administrative implications, but could provide the Councils with the material for training and tenant information.

In response to Members' questions Gavin Fisk, Corporate Manager – Income and Tenant Services, explained that two articles had been included in the Tenants Newsletter 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 confirmed that the data collected by the Scheme would not be sold on to other organisations.

Gavin Fisk, Corporate Manager – Income and Tenant Services, informed Members that the notice period for 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 that all the Councils listed on pages 25 to 27 had gone through the same considerations as this Committee and had decided for the 'opt-out' Rental Exchange Scheme.

Some Members 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 Tenant Services, further explained that the proposal had already been to Committee once and due to financial implications, time constraints and the move to Endeavour House, the proposal could be considered again sometime in the future but a definite date for this could not be provided at this time.

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 Regeneration) gave Members an update on activity in relation to Housing Revenue Account development and investment. She pointed Members' attention to the Disposal table on pages 44 to 45 i and to the Spend 2016/2017 on page 45.

Members asked the Officer to provide a list detailing New Council Houses and the number of bedrooms in each, the Officer advised that this would be provided outside the meeting.

Councillor Tony Bavington asked when more housing schemes would come forward for approval Anne Bennet, Corporate Manager Development (Housing and Regeneration) informed the Board that 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 advised the Board that the Mid Suffolk Annual Council was to take place on the same day as the next Joint Housing Board Meeting and as such suggested that the May meeting be cancelled and the agenda items move to the June Meeting which would take place at Mid Suffolk District Council.

By an numinous vote

RESOLUTION

The Forward Plan be noted.

16 ANY OTHER BUSINESS RELATING TO JOINT HOUSING BOARD

Councillor Jan Osborne ask the Board to join her in expressing her thanks 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 Members.

By a unanimous vote

RESOLUTION

The report was noted.

The business of the meeting conclude at 15:55.

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Chairman