

Private Sector Leasing Scheme

Shire Homes Lettings Board Meeting Minutes

Date: 9 October 2019

Time: 13:30pm

Location: Swansley Room, South Cambridgeshire District Council

Present: Redacted data

1. Apologies and Minutes of the last meeting

Apologies were received from DP

The minutes of the meeting held on 17 July 2019 were agreed as a correct record.

2. Introductions

- Introductions for ECT her new role as Single Person Housing Advice & Accommodation Officer.
- Previous minutes sign off: Future agendas to have houses in multiple occupation (HMO) tab. HW to still speak to P Maddocks regarding a new board member. Everyone needs to read and accept the changes to the Service Level Agreement (SLA).

3. Repairs

- LM is working on an agreement with SM to use other contractors for works up to the value of £5000, they will all be recommended contractors. There will also be a contract agreement written up with SSE.
- The main issue with Mears is the response time. We will now ask them to let us know if they cannot respond to call outs within reasonable time. We are also going to ask if they can provide us with feedback from tenants on completion of repairs.

4. Governance and structure

It hasn't been decided whether we should split the board meeting into a board meeting and a separate operational meeting, similar to Ermine Street. PF has said he doesn't feel it is need at this stage, however it can be investigated as the company grows.

5. Business Plan

- The business plan is changing from assumptions to actual figures, this is being worked on by ML. As we aren't at 40 properties as predicted, the figures won't look level.
- This will be a key item at the January Board meeting as it needs to be reproduced ready for full council in February.

6. Finance Update

- The results of the Business Plan will be slightly different due to not meeting the 40 properties; however, all the figures will work out.
- Staffing costs are currently low, however now Emma is here, it will change. ML is going to look at accounting for ECT in future plans.
- We are going to look at having a separate cost codes for HMO as there will be larger profits to cover repairs and maintenance.
- CF- we should look at numbers in terms of what we are saving the council, so we are ready to answer questions when asked.
- Overall, we have under spent and there are no concerns.

7. Discussions with Huntingdon District Council (HDC)

- HDC did not want to pursue an agreement with us as they felt it was too expensive. Therefore, we are taking on properties and putting our own tenants in them. We have one so far and a few in the pipeline, especially from King Street Housing hand backs.

- We are dealing with distances on a case by case basis, as St Neots is closer than some locations within South Cambridgeshire.

8. Any other business

- HMO's – a few properties in the pipeline being viewed by Emma. Including 31 at Waterbeach barracks and an South Cambridgeshire District Council bungalow in Sawston currently managed by Sanctuary.
- It will take a while to get things up and running as it is new for us all.
- SH – the complaints procedure says all complaints should be in writing, needs to be changed as it discriminates against illiterate people. Complaints can be taken over the phone.
- Marketing – consider a briefing at touchdown and also a feature in the South Cambs Magazine, we missed out in the most recent one. HW wants to ensure we get a place in the next magazine.
- LM will do another email to parish councils. CF - Once we hit 50 properties, we could consider a press release.

9. Future meeting

Wednesday the 15 January at 13:30pm in Swansley A Meeting Room.

Please ensure all background papers are distributed a few days prior to the meeting.

The minutes of this meeting held on were agreed as a correct record.

Signed by the Chair: Date: