

**South Essex Homes Limited**

**Minutes of Income Focus Group**

**15<sup>th</sup> June 2023**

**Civic Centre Committee Room 3**

**Attendees: Daniel Lyons, Lauren Anderson, Keith Ducker, Diane Nicholls & Terry Swinney**

**Apologies: Brenda Tiley, Chris McPhillips, Edna Phillips**

<b>Agenda Items</b>		<b>Action</b>
<b>Item 1</b>	<b>Welcome and Introductions by the Chair (Staffing Update):</b>  Introductions made by all in attendance. No changes in staff.	
<b>Item 2</b>	<b>Minutes of last meeting:</b>  Agreed all okay by those present.	
<b>Item 3</b>	<b>Income Management Terms of Reference:</b>  KD advised will add to sheltered scheme notice boards.  TS suggested adding to all notice boards to prompt more attendees at the IFG.	
<b>Item 4</b>	<b>Income Management Performance update:</b>  DL provided an overview of performance as at the end of May 2023.  Discussion generated regarding collection rate and the arrears as a percentage of the rent due.	
<b>Item 5</b>	<b>Bench marking our performance against other organisations:</b>  DL provided an overview of how we compare to other organisations.	

<p><b>Item 6</b></p>	<p><b>Housing Quality Network Re-Accreditation:</b></p> <p>LA Confirmed South Essex Homes were re-accredited by HQN and provided an overview of what and who was involved.</p> <p>All in attendance agreed the value this brings to SEH and offered congratulations.</p>	
<p><b>Item 7</b></p>	<p><b>Out of hours update:</b></p> <p>LA confirmed the out of hours trial went well and advised we would be looking into continuing with this process.</p> <p>All in attendance agreed it was a good idea.</p> <p>LA provided an overview of the out of hours calls made throughout the pilot. A total of 689 rent arrears cases were reviewed, 134 new arrangements made, 358 residents maintaining agreed payments, 188 arrears cases put forward for further action and/or support referrals, 9 arrears cases closed following tenancy termination.</p> <p>Discussion generated, all present agreed the value this has provided for residents and SEH in maximizing the income for the council.</p>	
<p><b>Item</b></p>	<p><b>AOB &amp; DATE of next meeting:</b></p> <p>KD – advised Income phone line does not have a hold message, LA agreed to add as an action to resolve.</p> <p>Date of next meeting 22<sup>nd</sup> September 2023</p>	<p><b>LA</b></p>