

Minutes



Nottingham
City Council

Housing
Services

Housing Assurance Board

Minutes of the meeting held on **31st July** at 6pm via Microsoft Teams.

ATTENDEES

BM- Board Member

Tanaiya Daniel (Chair), Anne Dean (Vice -Chair), Marie Smith (BM), Bereket Amaha (BM) Linda Chamberlain (BM), Kudzai Muganhiri (BM), Jayati Bhattacharjee (BM), Cllr Jay Hayes- Executive Member for Housing and Planning, Andy Shone - Business Improvement and Performance Manager, Mark Lowe - Assistant Director for Strategy, Catherine Stocks - Head of Housing Options, Leon McClean - Strategic Housing Projects Officer, Darrell Smith - Assistant Director for Property Services, Pinder Bungar- Head of Responsive Repairs, Lisa Dawkins - Head of Involvement, Cherrelle Daniel - Tenant Involvement Project Manager.

APOLOGIES

Geraldine Chesta (BM), Victor Haven (BM)

Item No.	Item Detail	Action	Action Completion Date
1	Welcome & Introductions		
2	Attendance and Apologies for Absence Attendance and apologies as noted above.		
3	Declaration of interest – None		
4	Previous Minutes and Actions from meeting on 29th May 25 The Chair approved the minutes for the meeting held on 29 th May as a correct record. 1. Glossary of Abbreviations and Acronyms All reports have been reviewed, definitions provided, and updated versions circulated to the board and published on the website. The same approach will be applied to the Tenant Satisfaction Measures report.		

	2. Communal Door Safety Concern Following concerns raised by Victor regarding a tradesperson propping open a communal door, a clear message was issued in the <i>Housing Services Focus</i> newsletter (3rd June edition), sent to all Property Services colleagues. The Head of Responsive Repairs has also addressed this with the Repairs Service Management Team, who will reinforce the message during check-ins and toolbox talks. 3. Nottingham Fire & Rescue Service Engagement This is being progressed, with an update expected at the November board meeting to allow time for connections to be established. Action noted previously 4. Website Clarity on Housing Options Catherine Stocks (Head of Housing Options) and Leon McLean (Strategic Housing Projects Officer) to provide an update during this meeting.		
5	Performance / Balanced Scorecard / KPIs The board requested greater clarity on the performance reporting process, particularly regarding delays in receiving performance data and the systems used. Reporting Framework Overview Andy Shone explained the timelines for extracting performance data and receiving commentary from service leads. Systems Used Reporting is largely manual, with data extracted from the NEC system and uploaded into Pentana, the corporate performance interface. Some reports require manual validation. Power BI is not currently in use, but future integration is being considered through TotalMobile, which will include dashboard functionality. Improving Commentary Quality To address concerns about the quality and consistency of commentary in scorecards, Andy and Natalie Hallam (Business Performance Manager) will lead a session in September at the Wider Management Meeting. This will guide managers on producing clear, purposeful commentary. A review is underway to understand how performance data is currently managed across Housing Services. Reporting Systems & Future Planning System Changes Darrell Smith informed the board that the current NEC-linked reporting system (Boxi/Bobby) will be phased out by the supplier. Andy Confirmed this will be 31st December 2026. This requires the organisation to select a new reporting solution. Darrell emphasised the need for a unified system to streamline data collection and sharing. Corporate Review Mark Lowe added that a Council-wide review of data management is underway, aiming to standardise systems		

	across departments. This will influence future decisions within Housing Services and ensure alignment with broader corporate reporting requirements.		
6	Update on Landlord Draft Strategy Mark Lowe provided an update on the development of the Landlord Strategy. • A new staff member with extensive policy experience has now been assigned to work on the strategy. • The updated version is expected to be shared at the next HAB meeting, with the aim of gathering feedback before finalising it in collaboration with relevant departments. ACTION: Draft Landlord Strategy to be presented at September board meeting. Cherrelle Daniel confirmed that an up-to-date version of the Improvement Plan is available and will be shared with the board. ACTION: Sharon Guest to share the Improvement Plan for September board meeting.	ML/ GD 25/9 SG 25/9	
7	A Review of the Housing Allocations Policy Catherine Stocks and Leon McLean provided an update on the review of the Housing Allocations Policy. While not tenant-specific, the policy directly affects individuals applying to join the housing register. • The policy, last reviewed in 2019, is being updated to reflect: ◦ Feedback from complaints received by Nottingham City Homes and Housing Services ◦ Changes in government legislation and statutory guidance • A public consultation will begin on 25th August, running for six weeks. Residents will be invited to participate via: • Online surveys (emailed to those with digital accounts) • Letters for those without online access • A drop-in session at Bulwell Riverside for face-to-face engagement • Key stakeholders, including advice centres, faith groups, and community organisations, will also be invited to contribute. • The revised policy will include clearer definitions, such as the “local connection” criteria which was queried by the board in terms of its definition (defined as living in Nottingham for 3 out of the last 5 years), with legal exceptions for groups such as survivors of domestic abuse and armed forces personnel. • The policy will also address how changes in household circumstances (e.g. under-occupancy) may affect bidding eligibility for current tenants. • Managing Expectations: The board raised concerns about long waiting times and		

	how expectations are being managed. Updates to the Nottingham HomeLink website are underway to reflect current demand and availability. For example, a single advertised property may receive up to 300 bids. • While Council housing availability is limited, registered providers continue to advertise properties, including new builds, independent living homes, and homes not required for homelessness cases. • The revised policy will include links to alternative housing options, such as shared ownership, private renting, and mutual exchange, which is often the quickest route for tenants seeking to resolve housing needs. • Temporary Accommodation Strategy: Councillor Jay Hayes outlined efforts to reduce reliance on costly hotel and B&B placements by repurposing underused sites (e.g. Sutton House, Sketchley Court, Highwood House) into temporary accommodation. These are more cost-effective and typically covered by housing benefit. • The Council is also working with partners like NCHA to expand both temporary accommodation and new housing developments. Mark Lowe clarified that the Housing Allocations Policy is distinct from the Council's homelessness strategy. While the policy outlines how Council housing is allocated, it does not cover temporary accommodation or hotel placements, which are managed separately. The policy is designed to support housing needs broadly, while homelessness is addressed through a wider framework of services.		
8	Voids Darrell Smith provided an overview of the voids process, explaining that multiple teams are involved, including allocations, lettings, rents, and his own team, which is responsible for identifying and completing repairs once a property becomes vacant. Voids – Performance and Process Improvements Darrell Smith provided an update on the voids process, current turnaround times remain at 10–20 days. The focus is on improving efficiency and returning properties to a lettable standard as quickly as possible. The main barrier to progress is the underperformance of the current contractor whose turnaround times have been slow. Additional delays are caused by meter-related issues, such as outstanding debts and disconnected utilities. To resolve this, Darrell has introduced Energy Angels, a free-to-market service that works with suppliers to clear debts, replace meters, and reconnect services promptly. Internally, Darrell has implemented a fast-track process for low-value voids requiring minimal work, allowing a dedicated team to		

	prioritise and quickly return these properties to the system. He also identified the need for better internal communication and expects future improvements through TotalMobile dashboards, which will automate survey and reporting processes. Voids are categorised as either revenue-funded (10-day) or capital-funded (25-day), depending on the nature of repairs required. Darrell committed to ongoing monitoring and performance improvements and offered to return to future meetings with progress updates. ACTION: Darrell Smith to return in January with an update on progress Voids – Performance Monitoring and Improvements Darrell Smith explained that the voids team is currently measured by average re-let time (keys in to keys out), rather than specific targets like 10 or 25-day turnaround times. Darrell emphasised the need to focus on improving processes and contractor performance to reduce delays. He highlighted plans to introduce individual performance dashboards for voids staff, similar to those used in other teams, to monitor productivity and drive service improvements. Training and development opportunities are available to all staff, with needs identified through one-to-ones and annual appraisals. Voids – Communication, Resources, and Strategic Goals Darrell shared his strategic goals for void management: • Reduce turnaround times to help move people out of temporary accommodation • Improve process efficiency and set clear performance targets for internal teams • Review and refine the lettable standard, aiming for greater self-sufficiency with minimal reliance on subcontractors • Enhance communication between works, lettings, homelessness teams, and other stakeholders • Strengthen contractor management, ensuring procurement decisions are based on cost, quality, and health & safety standards He also confirmed that once the Stock Condition Survey is completed (expected by February), it will support better planning and investment in housing stock, helping ensure void properties are in better condition or scheduled for capital improvements. Contractor Performance and Accountability Marie Smith raised concerns about the lack of sanctions for poor contractor performance. Darrell Smith explained that while sanctions can be included in contracts through specifications such as liquidated damages, the current contract with United Living does not contain such provisions. Future contracts will be	DS	29/1/26
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	designed with clearer performance expectations and enforcement mechanisms. The board expressed concern over the percentage of stock classified as non-decent and the broader impact of contractor delays, especially in the context of rising homelessness. Darrell acknowledged these concerns and confirmed that the review of contractor performance and contract terms is ongoing. Written responses to all the boards questions relating to Voids have been provided and submitted to the board.		
	Total Mobile Update Pinder Bungar, Head of Responsive Repairs, provided an overview of the TotalMobile software platform, which officially launched its first phase on 23rd July for non-urgent repairs. The platform is designed to modernise and streamline the repairs service, offering improved consistency, better customer experience, and enhanced digital functionality. The initial rollout began with the Customer Service Centre and Planning Teams, and trade colleagues are now receiving repair jobs directly on their devices. Emergency repairs will be included in a future phase. Pinder Bungar shared the next phase of the TotalMobile rollout, focusing on the development of a Tenant Portal. This self-service platform will allow tenants to track and manage repairs, similar to an Amazon-style tracking system. Tenants will be able to view the status of their repair, see when a trade colleague is en route, and choose their preferred method of contact (e.g. text, email, phone). The portal will also include video triage functionality, enabling staff to remotely assess issues, capture images, and attach them to repair records. Future technological advancements will be incorporated into the platform as TotalMobile evolves. Tenants will be able to: • View and manage all appointments in one place • Choose preferred appointment slots • Track recent and upcoming bookings • Raise certain types of repairs directly through the portal (with restrictions for emergencies or complex issues) The portal will also support gas servicing appointments, with built-in scheduling tolerances to ensure compliance with safety deadlines. The next phases of the rollout will include integration with damp and mould teams and gas servicing, aiming to create a unified and efficient customer experience. The Chair, Tanaiya Daniel raised a query regarding the visibility of the TotalMobile platform, noting that despite its reported launch on 23rd July, there was no public information available on the website or social media. Pinder Bungar clarified that the first phase of the rollout was a back-end implementation,		

	focused on internal system setup and functionality for non-urgent repairs. The tenant-facing portal and features such as video triage and appointment booking are still in development and will be publicised once fully tested and ready. Darrell Smith confirmed that the current online repair reporting system is not yet linked to TotalMobile, and multiple systems are still operating in parallel. While a specific timeline for the next phases is not yet confirmed, Darrell committed to working with colleagues to provide a phasing update to Cherrelle for circulation to board members. ACTION: Darrell to liaise with John Peel to share a rollout timeline with Cherrelle. Kudzai requested feedback from other users on the app's efficiency ACTION: Gather user feedback on TotalMobile Councillor Jay Hayes suggested that board members should have the opportunity to test the app before it goes live ACTION: Arrange a demo session with board members and the Repairs service improvement group.	JP JP PB/CD	25/9 25/9 TBC
10	AOB • Housing and City Development Scrutiny Committee : Tanaiya Daniel shared that she and Anne Dean met with Sarita Rehman-Wall, Chair of the Housing and City Development Scrutiny Committee, and Councillor Hayes. A proposal was made for a citywide roadshow involving HAB and the Scrutiny Committee to engage directly with tenants and gather live feedback. The idea is still in early discussion stages to decide on the best approach. • Executive Housing Oversight Board: Tanaiya also attended the Executive Housing Oversight Board meeting and requested permission to share relevant documents with HAB. ACTION: permission to share documents with HAB. • Laptop Exchange Update: Cherrelle Daniel noted delays due to IT workload. She has chased for dates and may escalate the issue to ensure progress before the next board meeting on 25th September. ACTION: Provide update on Laptop Exchange • October Training Workshop: A training workshop is being planned for Thursday 30th October at Harvey Road. Further details will be shared via email. • RSH Inspectors Attendance: Cherrelle confirmed that Regulator of Social Housing (RSH) Inspectors will be attending the next board meeting. Compliance Policy Update • Savills reviewed Nottingham City Council's housing compliance and recommended formal policies for: • Lifts • Fire Safety	CD CD	7/8 25/9

	• Asbestos • Legionella (Water Hygiene) • Electricity • These areas already have strong procedures, but written policies are being created to align with best practice and legal standards. • Update from Lisa Dawkins on the consultation for Resident Influence Strategy.		
11	Meeting concluded 20:35PM.		