**Managing Agents Forum: ACTION LOG**

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| **Date:** | **17/05/2021** |

| **Origin of Action** | **Action** | **Owner** | **Status** | **Updates** |
| --- | --- | --- | --- | --- |
| MAF17/05/2021 | To check whether ARLA and RICS membership can be recognised as accreditation and can the membership result in a discount or any other bonuses for landlords. | ALL | NEW - Completed | Not in the current scheme. The idea will be reviewed before implementation of the future scheme  |
| MAF17/05/2021 | To verify the process of landlord obligatory training - can this be taken over by an agency; and to what degree the agency, not a landlord should be made responsible for the licence compliance | ALL | NEW - Completed | It is necessary for the landlord to be accountable for the licence compliance therefore they need to undergo the minimal required training. LMA can be changed during the licensing period  |
| MAF17/05/2021 | Planning for the future – The bigger picture - a plan for positive engagement with managing. Presentation and discussion of the plans at the separate meeting in October | Julie LiversidgeDavid HobbsDuncan Newbutt | NEW  |  |
| MAF17/05/2021 | To improve triage and minimise the time of dealing with complicated licensing cases | ALL | NEW  |  |
| MAF10\_11\_2020 | Lisa to put a document about fees calculation on a website to keep transparency. | Lisa Allison | Ongoing |  |
| MAF10\_11\_2020 | Verify and update response time provided on a Report It  | Pete Mitchell | Completed | Particular teams have different response time – the process has been verified |
| MAF10\_11\_2020 | Present Update on JAIT (Joint Authority Inspection Team) and MORB (Multiple Occupancy Residential Buildings) at the next meeting (postponed from the previous one) | Duncan Newbutt | Completed | The issue was covered on 17/05/2021 in Duncan’s presentation: Enforcement plan for the licensing |
| MAF10\_11\_2020 | Organise meeting of agents, Cllr Woodings, Housing Aid with NPRAS to discuss and look at homelessness in the city  | Helen Foster  | Completed |  |
| MAF10\_11\_2020 | Any changes to licensing process to be communicated on a website and in the newsletter | Lisa Allison | Completed |  |
| MAF10\_11\_2020 | Add a reoccurring agenda point so agents can brief the council on the current state of Nottingham’s rental market and highlight any issues they are experiencing.  | Robert Skwierawski | Completed |  |
| MAF23\_11\_2020 | Agents to liaise with each other prior to meetings to discuss potential agenda items they would like in the next meeting – perhaps their own group chat.  | Robert Skwierawski, Lisa Allison | Completed |  |
| MAF23\_11\_2020 | Add an agenda point to the meetings to go over the action points from previous meetings  | Robert Skwierawski | Completed |  |
| MAF01\_07\_2020 | Explore and understand what the journey of agents is and review if there are any changes that could be implemented for a smoother licensing process.  | David Hobbs  | Completed |  |
| MAF01\_07\_2020 | Feedback to Matthew Gilmour re comments given by Faye Swanwick | Julie Liversidge | Completed |  |
| MAF01\_07\_2020 | Managers to double check all colleagues email signatures to ensure they are not using the term ‘Rouge Landlord’ as per Mr Walker’s request dating back from 2019.  | Julie LiversidgeDavid HobbsDuncan Newbutt | Completed |  |
| MAF01\_07\_2020 | Add agenda item to next forum Re: subgroup feedback on supporting/increased social housing in the private renting sector | Robert Skwierawski | Completed |  |
| MAF01\_07\_2020 | Look at mapping out the step process from a partnership perspective between Agents, CPO’s and Licensing which can be shared with agents so they have a full understanding of the partnership process | Julie LiversidgeDavid HobbsDuncan Newbutt | Completed |  |
| MAF01\_07\_2020 | To look if it would be possible for agents to have a direct contact within the team? A business to business relationship.  | Julie LiversidgeDavid HobbsDuncan Newbutt | Discharged | This is not something the team has capacity for and if it was done, this would have to be a bespoke service and users of this service would need have to pay for this service.  |
| MAF01\_07\_2020 | If there are any types of markets that are not represented in the forum then highlight in email to Lisa Allison to review and look at extending an invite to the forum.  | ALL | Discharged | Awaiting feedback from Managing Agents Update: No suggestions |
| MAF01\_07\_2020 | Arrange a sub group before the next forum for discussions around how to support the private renting sector get into the social housing market and what management is required. Attendees to email Lisa Allison if interested in being a part of the group  | Lisa Allison  | Discharged | There was no expressed interest from agents – so this is on hold. Update: Creation of the agents chat room instead |