**Managing Agents Forum: ACTION LOG DRAFT**

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| **Date:** | **Tuesday 10th November 2020** |
| **Time:** | **18.00-19.45pm** |

**NEW ACTIONS FROM THIS MEETING**

| **Action no.** | **Origin of Action** | **Action** | **Owner** | **Status** | **Updates** |
| --- | --- | --- | --- | --- | --- |
|  | 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 | 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 | Feedback to Matthew Gilmour re comments given by Faye Swanwick | Julie Liversidge | Completed | 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 | Completed  |
|  | MAF01\_07\_2020 | Terry Galloway suggested trying to change perception and what would the quick wins look like in getting more people to engage?  | Julie LiversidgeDavid HobbsDuncan Newbutt | Ongoing | This is an ongoing piece of work, which including promotion to local tenants, landlords and agents through social media channels, Arrow Magazine, and newsletter. We are working with partners to highlight some successful examples of helping landlords and agents.  |
|  | 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 | Paul Greevy to liaise with Housing Aid, re the private sector moving away from social housing which will have a diverse effect for vulnerable people.  | Paul Greevy  | Ongoing | This work is already in hand, Paul works closely with both Housing Aid and NPRAS. |
|  | 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: This item was picked up in the latest meeting and some agents expressed interest.  |
|  | 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 | Completed |
|  | MAF01\_07\_2020 | Arrange a sub group regarding student properties, possible increase in ASB and housing disrepairs. (Luke, Owen and Jakub have said they would like to be involved)  | Julie Liversidge Aran HennessyDuncan Newbutt  | ? | There is already a wider group on this with councils and the universities. We have discussed with the universities about extending the invitation to others. We are waiting to hear back on this.  |
|  | 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 | Completed  |
|  | MAF10\_11\_2020 | Any changes to licensing process to be communicated on a website and in the newsletter | Lisa Allison | NEW |  |
|  | MAF10\_11\_2020 | Lisa to put a document about fees calculation on a website to keep transparency. | Lisa Allison | NEW |  |
|  | MAF10\_11\_2020 | Verify and update response time provided on a Report It  | Pete Mitchell | NEW |  |
|  | 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 | NEW |  |
|  | MAF10\_11\_2020 | Organise meeting of agents, Cllr Woodings, Housing Aid with NPRAS to discuss and look at homelessness in the city  | Helen Foster  | NEW |  |
|  | 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 | NEW |  |
|  | 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 | NEW |  |
|  | MAF23\_11\_2020 | Add an agenda point to the meetings to go over the action points from previous meetings  | Robert Skwierawski | NEW |  |