**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** |
| --- | --- | --- | --- | --- | --- |
|  | MAF  01\_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 |
|  | MAF  01\_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 Liversidge  David Hobbs  Duncan 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. |
|  | MAF  01\_07\_2020 | Feedback to Matthew Gilmour re comments given by Faye Swanwick | Julie Liversidge | Completed | Completed |
|  | MAF  01\_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 Liversidge  David Hobbs  Duncan Newbutt | Completed | Completed |
|  | MAF  01\_07\_2020 | Terry Galloway suggested trying to change perception and what would the quick wins look like in getting more people to engage? | Julie Liversidge  David Hobbs  Duncan 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. |
|  | MAF  01\_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 |
|  | MAF  01\_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. |
|  | MAF  01\_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. |
|  | MAF  01\_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 |
|  | MAF  01\_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 Hennessy  Duncan 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. |
|  | MAF  01\_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 Liversidge  David Hobbs  Duncan Newbutt | Completed | Completed |
|  | MAF  10\_11\_2020 | Any changes to licensing process to be communicated on a website and in the newsletter | Lisa Allison | NEW |  |
|  | MAF  10\_11\_2020 | Lisa to put a document about fees calculation on a website to keep transparency. | Lisa Allison | NEW |  |
|  | MAF  10\_11\_2020 | Verify and update response time provided on a Report It | Pete Mitchell | NEW |  |
|  | MAF  10\_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 |  |
|  | MAF  10\_11\_2020 | Organise meeting of agents, Cllr Woodings, Housing Aid with NPRAS to discuss and look at homelessness in the city | Helen Foster | NEW |  |
|  | MAF  10\_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 |  |
|  | MAF  23\_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 |  |
|  | MAF  23\_11\_2020 | Add an agenda point to the meetings to go over the action points from previous meetings | Robert Skwierawski | NEW |  |