**Managing Agents Forum: ACTION LOG**

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| **Date:** | **Wednesday 1st July 2020** |
| **Time:** | **18.00-19.30pm** |

**NEW ACTIONS FROM THIS MEETING**

| **Action no.** | **Origin of Action** | **Action** | **Owner** | **Status** | **Updates** |
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|  | 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 | NEW |  |
|  | 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 |  |  |
|  | MAF  01\_07\_2020 | Feedback to Matthew Gilmour re comments given by Faye Swanwick | Julie Liversidge | NEW |  |
|  | 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 | NEW |  |
|  | 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?  **Action: Safer Housing colleagues to look to see if this is something which could be done?** | Julie Liversidge  David Hobbs  Duncan Newbutt | NEW |  |
|  | 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 | NEW |  |
|  | 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 | NEW |  |
|  | 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 | NEW |  |
|  | 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 | NEW |  |
|  | 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 | NEW |  |
|  | 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 | NEW |  |