



**TaRF Meeting 13<sup>th</sup> June 2018 (5.00-7.30pm)**

**Present:** Brian C, Debbie, Bryan O, Becky and Vic (Via video conferencing) Jean and Jo.

**Apologies:** Pam, Charlotte.

**1) Welfare Benefits Reform Strategy (Jean O'Neil)**

.4 Affordability – What is affordability? Affordability test is undertaken before people go onto the common housing register.

Brian – Is this done for everyone Jean – yes.

3.6 – Bryan – how often are staff trained in benefits and the changes Jean – training is a priority in this area.

Vic – who would be checking how up to date and regularly this is being done? Jean – appraisals annually, but also training is ongoing.

3.7 – how long is a starter tenancy – 12 months.

3.16 – Profiling. Becky asked what is 'profiling' Jean explained that to prevent crisis points there are agencies such as E thos that PCC are using that look at the trends for people who are at risk of not paying their rent. Becky – I am a bit concerned about 'profiling' people. Vic – I don't think that MWAHA can look at people's information.

Becky – I would like to know what E thos is and what they collect. Concerns raised regarding this. Jean has agreed to look into this and bring more information to a future TaRF.

Bryan – its 'value for the future' not value for money now.

**Discussions:**

1. What ways would you like to receive information? Bryan – post is still more popular than e-mail. TaRF – people still prefer to get a letter, more likely to read this and reply than read and reply to an e-mail.  
Jean – we have a Universal Credit information guide (20 pages) that all tenants need to receive? Becky – high cost to send this out and will people read it? Especially with stats saying 25% of people can read. Vic – why can't we put this in the Look magazine? Jo – yes we have and we can but not the whole 20 pages.  
Bryan – make it front page headline. Jean – good idea. Brian – how about a countdown to Universal credit on Facebook page.
2. Do you think the Association should investigate willingness to pay rent? Deb – how can this be investigated? Issues around collecting data to pre-empt non-payment.
3. New tenants have to pay a week's rent in advance – is this acceptable? Brian – I think tenants should be paying in advance. TaRF agreed that this was a good idea.
4. Incentive and reward schemes? Vic – you shouldn't need these. Deb – some people can be in arrears, but when benefits come in they are not. Vic – it's no incentive, if you're not going to pay, it doesn't matter what the incentive is. Bryan, Deb and Vic say it won't work. Becky – incentive is good.
5. Is there something we do that we should continue doing? Bryan – is there enough staff to cope with Universal credit?
6. Bryan – How is Aiden? Jean – we don't know, signed off until 27<sup>th</sup> July.



Becky – good that the association is being proactive with regards to universal credit. Vic – it's important to involve tenants.

## 2) Tenant Participation Strategy

We started to look at the actions. TaRF agreed to take the actions away. Jo to update and circulate the strategy and TaRF to feedback.

**Next TaRF Friday 3<sup>rd</sup> August at 10am**

### Actions from meetings

<u>Query</u>	<u>Actions</u>	<u>By</u>
1. Regular Updates re working with Tai Ceredigion	Jo to feedback	
1. Jo to invite Charles to TaRF in August.	Jo to do.	<i>Completed</i>
2. Invite Nick/Jan to next Tenant involvement group.	Jo to do	<i>Completed</i>
3. For Look magazine – Tenant survey – income levels – encourage tenants/residents to complete this.	Jo to ensure that this is included	
<b>Previous meeting Actions, carried over:</b>		
4. Tenants should be at the heart of regulation but how? Charles has asked us to think about this and come up with suggestions/ideas.	TaRF to do	
5. Advertise money for keeping property in good condition in next newsletter and help with welfare benefits in house service.	Jo to speak to Alwena about this.	Jo <i>Completed (Needs to be moved into next issues as not enough space)</i>
6. Can tenants be more involved in contracts and complaints?	Jo to take this forward and speak to Andrea and Mo/Heidi about this?	Jo