

ACTIONS FROM THE MEETING HELD ON 02.04.19

Action	Description	Status and last updated	Contact Officer
ACTION 1	To circulate the response provided by West Kent Housing relating to overlapping rent payments.	<p>The response from West Kent was as follows:</p> <p>‘As a matter of course for all transferring tenants we do give the first week of a new home rent free to enable them to move as we need to minimise the void period, but recognise that people need access to the new home to move their belongings etc. If people wish to have a longer period of transfer between two homes, we would expect them to pay rent, unless there was a reason they could not live in their new home (which was outside of their control). Housing benefit in the past could assist those on low income with meeting the additional rent due for up to four weeks (if there was a sufficient reason for needing more time), I don’t believe that is now available.</p> <p>We try to be reasonable in all our decision making, but officers are expected to reduce the period a home is empty, and to prevent rent loss to us. Rent pays for all service (including maintaining and improving our homes) and staffing costs, as well as supporting new homes. We are regulated to ensure that we are viable financially and that includes</p>	Lesley Bowles Ext. 7430

		<p>looking at how we are preventing rental income losses, as part of the monitoring and inspection regime.</p> <p>We recognise that moving for anyone is extremely difficult and especially for older people or those with disabilities, where they may have to rely on family, friends or others for support.</p> <p>As we are reviewing our Home Standard we are using the learning from this and other cases to amend the processes and standards of empty homes particularly for our Emerald homes to improve the experience for older people.’</p>	
--	--	---	--