**Landlords Forum: ACTION LOG**

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| **Date:** | **20/05/2021** |

| **Origin of Action** | **Action** | **Owner** | **Status** | **Updates** |
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| LF 20/05/2021 | Check what option can be available for bin marking and make sure that the new bins are delivered to the door. | Abigail Malloy | NEW |  |
| LF 20/05/2021 | Investigate the possibility of repairing the bins and the problem of their disposal | Abigail Malloy | NEW |  |
| LF 20/05/2021 | ASB behaviour booklet. | Lisa Allison | NEW | There are three booklets available: The Council one, UNIPOL, and University of Nottingham  The Council booklet is being updated. New version will be published and advertised in media once it is ready |
| LF 20/05/2021 | Investigate the possibility of appointing a full time contact landlord relationship manager | Pete Mitchell | NEW |  |
| LF 20/05/2021 | Ensure proper coverage of Nottingham Standard of Accreditation in future press releases | Lisa Allison | NEW |  |
| LF  14/01/2021 | Add the accreditation status to the property info on My Property website | Matt Turner, Linda Cobb, Matt Allison | ON GOING |  |
| LF  29.09.2020 | New webpage and more comms on successful actions | Lisa Allison | ON GOING | Still in progress, should be available soon |
| LF  29.09.2020 | New online forum on Zoom to replace the usual Landlord events held in public | Robert Skwierawski, Lisa Allison | ON GOING | Change of the format of the meetings |
| LF  29.09.2020 | List of top problems with the properties and top problems with making applications to be created and shared. | Lisa Allison | ON GOING | Social media campaign and problems mentioned in landlords’ newsletter.  Already presented but new issues to be added on regular basis, therefore this is ongoing process. |
| LF  29.09.2020 | Look at the licensing applications and look at where issues have risen - including contradictory information. See what went wrong and look at ways to rectify | Julie Liversidge  David Hobbs | ON GOING | Constantly reviewing – make it better. Let us know of any issues – tell us specific examples. |
| LF  14/01/2021 | Verify the content of letters sent to landlords about fly tipping, graffiti, etc. at their properties and check when the issues need to be directed straight to a relevant department, e.g. highways | Pete Mitchell | Completed |  |
| LF  14/01/2021 | Decide whether to merge the agents and landlords meetings and decide about frequency and possibly earlier time | ALL | Completed | Meetings separate. Three per annum for the each group.  Pre-meeting Robert Skwierawski – landlords.  Agents – meeting in their own group, then with the Council |
| LF  29.09.2020 | *Pete Mitchell to speak to* CP about more frequent inspections of known addresses for anti-social behaviour | Pete Mitchell | Completed | Done.  We also already using data to identify problem addresses and how many ASB incidents that have had and what intervention is needed.  CPO and Police patrols also stepped up. |
| LF  29.09.2020 | Council needs a more consistent *approach in dealing* with licensing, anti-social behaviour, evictions. There is not enough investigation and support for the landlords, just a heavy hand approach in the form of issuing notices and imposing fines. | David Hobbs,  Julie Liversidge | Completed | We have officers that already supply this type of support.  David or Julie to elaborate more in meeting |
| LF  29.09.2020 | Look at ways to curb issues by sending notices and other correspondence which is usually ignored by the students, to their guarantors | ALL | Completed | GDPR and staff restraints would make this too difficult. This is the job of the landlord and we are happy to offer guidance and support where we can. |
| LF  29.09.2020 | *Pete Mitchell* to speak to Highways about bollards put on streets with no comms to residents | Pete Mitchell | Completed | Done, spoken to highways – they declare they are aware they need to consult the residents |
| LF  29.09.2020 | Send out the minutes and the schedule of the meetings in 2021 to the landlords | Robert Skwierawski | Completed | Although this has been done, we are looking at changing the times and frequency of these meetings – so further changes will be sent out. |
| LF  29.09.2020 | Send out Council ASB policy and Unipol ASB guidance once received from Matt Allison | Robert Skwierawski | Completed | Partly complete as Unipol has not prepared their policy document yet. If received, we will distribute it asap. |
| LF  29.09.2020 | What support package is available for housing benefit landlords? Create a plan to encourage more landlords to take on UC tenants | All | Completed | Helen Foster from NPRAS to present at next meeting |
| LF  29.09.2020 | *Look at* creating a clearer pathway between housing enforcement and housing benefit landlords. Because of suspended evictions there appeared very poor conduct of some tenants, landlords need to receive help from the council in such situations | All | Completed | Helen Foster from NPRAS to present at next meeting |
| LF  29.09.2020 | *Comms campaign telling* tenants about their responsibilities and consequences of non-compliance | Lisa Allison | Completed | Social media on Nottm renters and my Nottingham. |