



**MINUTES OF THE HERTFORD AND OUTER LONDON RESIDENT PANEL MEETING
HELD ON 05 JULY 2020
VIRTUAL MEETING VIA TEAMS**

PRESENT	PH AD MIQ NR ZH CR SR TL	Chair and Hertford Panel Member Hertford Panel Member Hertford Panel Member Hertford Panel Member Hertford Panel Member Nominated Councillor Nominated Councillor Guest Speaker and London Panel Member
IN ATTENDANCE	Maria Moriarty (MM) Elizabeth Lil (EL) Paul Marden (PM) Shiraz Aziz (SA) Teresa Rippon (TR)	Head of Resident Engagement & Customer Insight Service Quality Manager Contract Manager Voids & Handyperson Performance & Data Quality Manager Voids & Lettings Team Leader (Hertford)
APOLOGIES	CC Jamie Ratcliffe (JR) Gabriel Codjoe (GC)	Hertford Panel Member Executive Director of People & Partnerships Director of Housing
NOT PRESENT	AR JM JH MS BS LC DC	Hertford Panel Member Complaints Manager Hertford Panel Member Hertford Panel Member Hertford Panel Member Hertford Panel Member Hertford Panel Member
MINUTE TAKER	Crystal Nicholson (CN)	Resident Engagement Officer

1	Welcome and Apologies	Action
1.01	The Chair welcomed the attendees.	
1.02	Apologies were received from CC and JR	
1.03	Action – follow up with ZH and CF who are having difficulty accessing the papers	CN
2	Declarations of Interest	
2.01	There were no declarations of interest.	
3	Matters arising – Action Log	

3.01	MM states all actions have updates	
4	Housing Management <i>For discussion</i>	
4.01	Report was tabled and discussed.	
4.02	PL asked if the cost of sound proofing prohibits works taking place. EL states that investigations take place as per ASB Policy and the structure of builds are to be considered on a case-by-case basis	
4.03	ZH seeking clarification on older persons services during COVID19 pandemic.	
4.04	NR states sound proofing is considered on a case-by-case basis. There may not be a requirement to be brought up to current regulation.	
4.05	CR asks whether we have asked residents to apply for settled status. EL confirms we did.	
4.06	PL notes he would like to meet Neighborhood Officers.	
4.07	Action – incorporate a ‘Meet your Neighborhood Officer’ session to the Housing Management section for Octobers July Panel Meeting.	MM
4.09	CR requests names on Neighborhood Officer	
4.10	Action – share Neighborhood Officer organisation structure with CR and Panel Members	CN
4.11	PL asks if there is a requirement for staff be to be vaccinated. EL clarifies that there isn’t a requirement. PM refers to the specific role risk assessment.	
5	Resident contact project update <i>For discussion</i>	
5.01	The report findings were tabled and discussed	
5.02	Action – follow-up on CR feedback on report. Figure 1 is difficult to understand and the acronyms used should be coded	SA
5.03	EL states that the timeframes in which repairs are completing is being challenged in Contract Performance Meetings	
5.04	NR highlights importance of managing expectations with residents with first time fixes. If they’re not possible, its important this is explained to residents and included in the job description	

5.05	SA notes project team considering emailing residents to respond via MS Form	
5.06	MM introduce TL. TL refers to G15 residents meeting with Housing Minister to discuss White Paper. The main points were summarised.	
5.07	Action – share good news story of rehousing homeless internally, externally and with Panel Members	PM
5.08	PL thanks TL for attending the meeting	
6	Complaints <i>For discussion</i>	
6.01	MM asks if anyone has any questions on the report	
6.02	Action – seek clarification on the Complaints Policy that states residents are unable to raise a complaint of an issue prior to 6 months. ZH suggests its important we understand the complaint thoroughly before prohibiting residents to raise it after the timeframe. Report back to ZH and PL.	JM
6.03	Action – ask for NR permission and to share phone number with PL for Panel Member Whatsapp Group	CN
7	Resident Engagement Update <i>For discussion</i>	
7.01	MM provides updates	
7.02	CR requests clarification on Mystery Shopper role, MM explains.	
7.03	Action – Share 2021 Events Schedule with Panel Members via email	CN
8	Continuous Improvement Panel update <i>For discussion</i>	
8.01	Report is tabled and discussed	
9	Network Homes Performance Report <i>For discussion</i>	
9.01	Report is tabled and discussed	
10	Voids performance deep dive <i>For discussion</i>	
10.01	Report is tabled and discussed	
10.11	PL requests update on voids performance. PM clarifies team are taking action to reduce turn-around time and cost to Network Homes	
11	Panel Business <i>For discussion</i>	
11.01	No comments from Panel Members	

12	Minutes from the meeting of 12 April 2021 <i>For Information, not to be discussed unless so requested</i>	
12.01	No comments from panel members	
13	Building Safety <i>For Information, not to be discussed unless so requested</i>	
13.01	No comments from panel members	
14	Housing Sector hot topics <i>For Information, not to be discussed unless so requested</i>	
14.01	No comments from panel members	
14.02	Meeting closed 8.00 PM	

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Chair

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Date