



WELWYN HATFIELD

Notes of the last Residents Panel meeting

Date and Timing	Wednesday 28 May 2025 6.10pm – 7.50pm
Location	Council Offices, Campus East, WGC
Chair	Anthony Goodwin
Also present	Residents' Panel Ka Ng – Chief Executive Alison Wildey – Resident Involvement Manger Michelle Meaney – Resident Involvement Administrator Helen Morland -Housing Estates Services Manager
Agenda Item	Subject and actions
1.	Welcome and Introductions.
2.	Declarations of Interest. N/A
3.	Notes of the last meeting (30/4) Panel to receive a copy of the Tenant Satisfaction Measures (TSM) survey for information. Officers to arrange for the Chair and Vice-Chair to attend a future Senior Management Team meeting.
4.	MyAccount update Update provided based on the Panel's feedback of MyAccount.
5.	Code of Conduct/Terms of Reference New Code of Conduct and Terms of Reference to be added to the council website.



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6.	Housing Estates Management introduction Presentation by Housing Estates Services Manager on progress.
7.	Chair's update Officers to organise presentation for Panel on how WHBC will use its Warmer Homes: Social Housing funding.
8.	Housing Services update. Panel asked to submit questions on the latest Tenant Satisfaction Measure (TSM) results for discussion at June's meeting.
9.	Matters Arising. Officers to arrange for Residents Panel to attend the Hatfield Community Fair – 12 August, 11am – 3pm.
10.	Date of Next Meeting Weds 25 June 2025, 6.10pm