



WELWYN HATFIELD

Notes of the last Residents Panel meeting

Date and Timing	Wednesday 30 April 2025 6.10pm – 7.50pm
Location	Council Offices, Campus East, WGC
Chair	Anthony Goodwin
Also present	Residents' Panel Janice White – Assistant Director Homes and Neighbourhoods Alison Wildey – Resident Involvement Manger Michelle Meaney – Resident Involvement Administrator
Agenda Item	Subject and actions
1.	Welcome and Introductions.
2.	Declarations of Interest. N/A
3.	Notes of the last meeting (26/03) Officers to feedback Panel observations regarding MyAccount layout. Officers to provide update regarding Morgan Sindall's text message repairs reminder.
4.	Code of Conduct / Terms of Reference Copies of Code of Conduct and terms of reference to be sent with minutes.
5.	Tenant Satisfaction Measures Action Plan Presentation by Resident Involvement Manager on progress of the TSM action plan.
6.	Annual Report – suggestions for inclusion Panel discussed ideas.



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7.	Chair's update N/A
8.	Housing Services update. Officers to share 3 x policies to the Panel for their review – Domestic Abuse, Decant and Damp & Mould Policy.
9.	Matters Arising. N/A
10.	Date of Next Meeting Weds 28 May 2025