



# WELWYN HATFIELD

## Notes of the last Residents Panel meeting

<b>Date and Timing</b>	Wednesday 25 June 2025 6.10pm – 7.50pm
<b>Location</b>	Council Offices, Campus East, WGC
<b>Chair</b>	Anthony Goodwin
<b>Also present</b>	Residents' Panel Janice White – Assistant Director Homes and Neighbourhoods Kirsten Roberts – Assistant Director Customer Service and Transformation Alison Wildey – Resident Involvement Manger Michelle Meaney – Resident Involvement Administrator
<b>Agenda Item</b>	<b>Subject and actions</b>
<b>1.</b>	<b>Welcome and Introductions.</b>
<b>2.</b>	<b>Declarations of Interest.</b> N/A
<b>3.</b>	<b>Notes of the last meeting (28/5)</b> Officers to arrange for the Panel to test and provide feedback of the updated version of MyAccount.
<b>4.</b>	<b>Annual Key Performance Indicators</b> Officers presented the annual KPIs.
<b>5.</b>	<b>Annual complaints data</b> Officers presented the complaints data from the last year 2024-25.
<b>6.</b>	<b>Tenant Satisfaction Measures Survey results 24-25</b> To be carried over to next meeting.



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7.	<b>Chair's update</b> The Chair and Vice-Chair attending a future Council senior management meeting to give a presentation on the Panel.
8.	<b>Housing Services update.</b> N/A
9.	<b>Matters Arising.</b> N/A
10.	<b>Date of Next Meeting</b> Weds 30 July 2025, 6.10pm