



WELWYN HATFIELD

Notes of the last Residents Panel meeting

Date and Timing	Wednesday 29 October 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 Manager Helen Morland – Housing Estates Services Manager
Agenda Item	Subject and actions
1.	Welcome and Introductions.
2.	Declarations of Interest.
3.	Notes of the last meeting (24/09) A recap of the notes from the last meeting.
4.	Communal Cleaning Officers presented an update on housing estate services.
5.	Complaints communications review group A member of the focus group updated the Panel on progress.
6.	WGC Christmas Lights Panel members discussed attendance and stall options
7.	Information Pack for Tenants Panel members each received a copy of the new folder they helped design
7.	Chair's update Chair requested a change to the date of November's meeting, which was agreed



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8.	Housing update Officers updated the panel on recruitment in housing teams
9.	Matters Arising It was agreed the Panel would have a short meeting in December to finish off the year. Date TBC.
10.	Date of Next Meeting Thurs 20 November 2025, 6.10 pm