



WELWYN HATFIELD

Notes of the last Residents Panel meeting

Date and Timing	Thursday 20 November 2025 6.10pm – 7.50pm
Location	Council Offices, Campus East, WGC
Chair	Anthony Goodwin
Also present	Residents Panel Richard Baker – Executive Director Finance & Transformation Kirsten Roberts – Assistant Director Customer Service & Transformation Alison Wildey – Resident Involvement Manger Michelle Meaney – Resident Involvement Administrator
Via Teams	Janice White – Assistant Director Homes and Neighbourhoods Richard England – Strategy & Policy Officer
Agenda Item	Subject and actions
1.	Welcome and Introductions.
2.	Declarations of Interest.
3.	Notes of the last meeting (29/10) A recap of the notes from the last meeting.
4.	The Housing Revenue Account Officers presented an overview of the housing revenue account.
5.	Q2 performance data Officers presented an update on the Q2 KPI performance and Q2 complaints data.
6.	Chair's update N/A
7.	Housing update N/A



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8.	Matters Arising Date agreed for a short meeting in December to finish off the year.
9.	Date of Next Meeting Tuesday 16 December 2025, 6.00pm