



# WELWYN HATFIELD

## Notes of the last Residents Panel meeting

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



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