



WELWYN HATFIELD

Notes of the last Residents Panel meeting

Date and Timing	Wednesday 25 February 2026 6.10pm – 7.50pm
Location	Council Offices, Campus East, WGC
Chair	Anthony Goodwin
Also present	Residents Panel Janice White – Assistant Director Homes & Neighbourhoods Alison Wildey – Resident Involvement Manger Michelle Meaney – Resident Involvement Administrator
Via Teams	Elliott Manzie – Service Manager Housing Repairs and Building Safety
Agenda Item	Subject and actions
1.	Welcome and Introductions.
2.	Declarations of Interest.
3.	Notes of the last meeting (28/01) A recap of the notes from the last meeting and update on actions
4.	Awaab's' Law update Officers provided a presentation on emergency repairs and Awaab's' Law. It was agreed the Panel would scrutinise this information on a quarterly basis.
5.	Q3 housing performance data (KPIs, Complaints, TSM survey) Officers provided a presentation update on Q3 housing performance data and answered questions from the Panel related to key areas of underperformance.
6.	Complaints focus group The vice chair of this Panel reported back on the progress of the Complaints Review carried out by residents. Their report had been presented to Cabinet Housing Panel on Feb 17, where all recommendations made were agreed. Residents were thanked for their hard work and excellent report.



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7.	Chair's update Chair encouraged the Panel to complete Local Government Reorganisation consultation survey.
8.	Housing update Officers provided an update on recruitment.
9.	Matter Arising N/A
	Date of Next Meeting Wednesday 25 March 2026, 6.10pm