



WELWYN HATFIELD

Notes of the last Residents Panel meeting

Date and Timing	Wednesday 25 March 2026 6.10pm – 7.50pm
Location	Council Offices, Campus East, WGC
Chair	Anthony Goodwin
Also present	Residents Panel Janice White – Assistant Director Homes & Neighbourhoods Andrew Harper – Procurement Manager Alison Wildey – Resident Involvement Manager Michelle Meaney – Resident Involvement Administrator
Agenda Item	Subject and actions
1.	Welcome and Introductions.
2.	Declarations of Interest – were noted
3.	Notes of the last meeting (25/02) A recap of the notes from the last meeting.
4.	Procurement presentation Officers provided a presentation on Local Authority Procurement. The Panel were keen to be involved with the upcoming <i>communal cleaning service</i> procurement. This was warmly welcomed and it was agreed the Panel will be involved in agreeing what cleaning will be done in the blocks and will help select the best contractor. Updates will be provided at future Panel meetings.
5.	Information pack for tenant’s feedback survey A survey has been created to get feedback on the new Information pack for tenants. The Information Pack is available online and also as a hard copy on request. The Panel will review the survey prior to it being sent to tenants and some direct feedback was given from Panel members who have moved



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	recently. Officers will be reminded to point out the tenant insurance scheme available to social housing tenants at sign-up.
6.	<p>Equalities data</p> <p>The Council needs to ensure it understands who the involved residents are, to make sure they represent the wider tenant and leaseholder base. A survey will be sent to Panel members to complete shortly. All questions are optional and anonymous, but we very much encourage everyone to return it.</p>
7.	<p>Chair's update</p> <p>Chair advised there's been an increased expression of interest for the Residents Panel. New observers will be attending future meetings as part of a process to see if they are able to assist.</p>
8.	<p>Housing update</p> <p>Officers advised the council will be undertaking more stock condition surveys with the view of surveying 100% of the housing stock. Having more up to date data will help the Panel continue to effectively scrutinise the work done by the Council.</p>
9.	<p>Matter Arising</p> <ul style="list-style-type: none"> • Hatfield Community Fair – Tues 28 July <p>The Panel confirmed they would like to have a stall at this year's <i>Hatfield Community Fair</i>.</p>
	<p>Date of Next Meeting</p> <p>Wednesday 29 April 2026, 6.10pm</p>