



# WELWYN HATFIELD

## Notes of the last Residents Panel meeting

<b>Date and Timing</b>	Wednesday 29 April 2026 6.10pm – 8pm
<b>Location</b>	Council Offices, Campus East, WGC
<b>Chair</b>	Anthony Goodwin
<b>Also present</b>	Residents Panel Janice White – Assistant Director Homes & Neighbourhoods Kirsten Roberts – Assistant Director Customer Service & Transformation Simon Walton – Interim Housing Specialist Debbie Watts – Simpler Recycling Officer Alison Wildey – Resident Involvement Manager Michelle Meaney – Resident Involvement Administrator
<b>Agenda Item</b>	<b>Subject and actions</b>
<b>1.</b>	<b>Welcome and Introductions.</b>
<b>2.</b>	<b>Declarations of Interest</b> – were noted
<b>3.</b>	<b>Notes of the last meeting (25/03)</b> A recap of the notes from the last meeting.
<b>4.</b>	<b>Social Housing Regulation update</b> Officers delivered a presentation on Social Housing Regulation where there is an expectation around ‘co-Regulation’. This means that between inspections by the Regulator, any serious issues would be raised appropriately via scrutiny which is done by both this Panel and Councillors at the Cabinet Housing Panel, where the Chair and Vice-Chair of this Panel also attend. WHBC is the last stock-holding council in Hertfordshire awaiting inspection and preparation is ongoing.
<b>5.</b>	<b>Simpler Recycling</b>



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	<p>Officers delivered a presentation on the aims of Simpler Recycling and provided an update on the rollout of separate food waste collection and enhanced recycling at some flats across the borough.</p> <p>The Panel questioned the types of bins being installed, the signage used and feedback issues around missing 'paper trays'. Members were informed that any missing paper trays can be reported and will be replaced.</p>
6.	<p><b>Complaints templates</b></p> <p>Following the excellent work of the Panel's Focus Group on complaint handling, Officers shared draft revised complaint response templates and guidance for handling Stage 1 and Stage 2 complaints (as recommended by the Panel).</p> <p>The Panel agreed to review the documents one final time to provide feedback before the templates and guidelines are introduced.</p>
7.	<p><b>Chair's update</b></p> <p>Chair and Officers will be creating a social media plan to promote the Panel and the work they do.</p> <p>Chair reminded the Panel, the first Community Catch-Up will take place in Hedgebrooms, Welwyn Garden City on 13 May, 2-4:30pm.</p>
8.	<p><b>Housing update</b></p> <p>The Panel fed back previously on tenancy audits and noted their value. Council Officers continue to complete these audits which are helping the council to identify hidden vulnerabilities and provide support.</p> <p>100% of scheduled Estate Inspections have been completed across the financial year (Apr 25-Mar 26).</p>
9.	<p><b>Matter Arising</b></p> <p>The Panel asked for information on how certain Independent Living blocks have been changed to general needs. The Panel would also like information on how the council allocates homes at a future meeting. This will be provided by officers.</p>



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	<p><b>Date of Next Meeting</b> Wednesday 27 May 2026, 6.10pm</p>
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