



WELWYN HATFIELD

Notes of the last Residents Panel meeting

Date and Timing	Wednesday 24 June 2026 6.10pm – 8pm
Location	Council Offices, Campus East, WGC
Chair	Anthony Goodwin
Also present	Residents Panel Kirsten Roberts – Assistant Director Customer & Transformation Alison Wildey – Resident Involvement Manager Michelle Meaney – Resident Involvement Administrator Via Teams: Simon Walton – Interim Housing Specialist Lesley Rennie – Transformation Service Manager Lewis White – Digital Services Manager Ben Cotton – Transformation Project Officer Altair - observing
Agenda Item	Subject and actions
1.	Welcome and Introductions.
2.	Declarations of Interest – were noted
3.	Altair Introduction Housing consultants Altair observed online. They are working with the council to make sure we know what needs to be done to meet the Regulator of Social Housing's Consumer Standards. Once received their feedback will be shared with the Panel.
4.	Notes of the last meeting (27/05) A recap of the notes from the last meeting was presented. Following direct feedback from the Panel, the Chair noted a 'Tenant Hub' shortcut has been added to the Council's website homepage to make it easier to find tenant information on the council website. Officers advised the Panel will be involved in the selection process for a new repairs and maintenance contractor later this year.

	At the request of the Panel, officers provided an update about issues relating to reporting fly-tipping cases.
5.	General Enquiry Form The Panel gave feedback on a proposed new online General Enquiry Form that will be launched in September. This is designed to give tenants more choice in how they contact us. Officers are also working on a system to report non-emergency repairs online, scheduled to go live by the end of September. The Panel were generally positive but wanted assurance that any reference number allocated when logging an issue, could be used later for any follow-up work, even where the matter had been referred to another team.
6.	Housing Excellence Plan The Panel were updated on the progress of the plan and appreciated the inclusion of the progress percentages relating to each action. A sub-group of Panel members is being created to monitor the performance and the plan on a quarterly basis and will review both performance and quality of key actions.
7.	Annual complaints report/Templates feedback As part of the recommendations made by the Residents Panel, new complaint templates have been tested and will now be used by all staff. It was agreed the Panel would review satisfaction levels in 3 months' time and then, after 6 months, check a sample of anonymised responses to make sure their recommendations are being followed.
8.	Housing update Officers updated the Panel on recruitment for vacant posts. The council recently celebrated being 'highly commended' in the Residential Project of the year category at the Hertfordshire and Bedfordshire Constructing Excellence Club Awards for the new development in Ludwick Green. In addition, the council won a Local Government Chronicle (LGC) award for its entry 'Bringing the Knife Angel to Welwyn Garden City'.
9.	Matter Arising As requested, the Panel will have a stall at July's Hatfield Community Fair. They have also been invited to attend one of the council's Big Summer Events organised by the Community Partnerships team, where they can promote their work to a wider audience. Date is tbc



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	Date of Next Meeting Wednesday 29 July 2026, 6.10pm
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