



WELWYN HATFIELD

Notes of the last Residents Panel meeting

Date and Timing	Wednesday 29 July 2026 6.10pm – 8.10pm
Location	Council Offices, Campus East, WGC
Chair	Anthony Goodwin
Also present	Residents Panel Ka Ng – Chief Executive Sue McDaid – Executive Director Resident Services and Climate Change Janice White – Assistant Director Homes & Neighbourhoods Claudia Sgambati – Income & Home Ownership Manager Alison Wildey – Resident Involvement Manager Michelle Meaney – Resident Involvement Administrator
Agenda Item	Subject and actions
1.	Welcome and Introductions.
2.	Declarations of Interest – N/A
3.	Notes of the last meeting (24/06) A recap of the notes from the last meeting. Chair of the Panel advised members an update regarding reporting repairs online will be provided at September's meeting. Officers confirmed the complaints templates have all been updated with the Panel's recommendations and are now being used Chair of the Panel thanked members for attending the Hatfield Community Fair.
4.	Repairs & Gas Maintenance Procurement update Officers provided an update and presentation regarding the procurement of new Repairs and Gas Maintenance contracts. The Panel were asked about the type of customer communications they would like to see in the new repairs contract. They will also be involved in the process to select the new contractors. The new contracts will be structured around two geographical areas: North and South of the borough.



WELWYN HATFIELD

5.	Procurement Section 20 notices for leaseholders The Panel were thanked for their feedback on the Section 20 letter. While it was not possible to implement all their suggestions, some changes will be made to future documents.
6.	LGR update The Panel were given an update on Local Govt Reorganisation and had the opportunity to ask questions.
7.	Q1 performance data To be carried across to September's agenda.
8.	Chairs update One member is stepping down from the Panel. Officers and other members thanked them for their help and support.
9.	Housing update N/A
10.	Matters Arising A date will be arranged for Panel members to test and review the general enquiries form.
	Date of Next Meeting Wednesday 30 September 2026, 6.10pm