



WELWYN HATFIELD

Notes of the last Residents Panel meeting

Date and Timing	Wednesday 30 September 2026 6.10pm – 8.15pm
Location	Council Offices, Campus East, WGC
Chair	Anthony Goodwin
Also present	Residents Panel Kirsten Roberts – Assistant Director Customer Service & Transformation Alison Wildey – Resident Involvement Manager Ben Cotton – Transformation Project Officer Jeff Driscoll – Asset Data Manager Richard England – Strategy & Policy Officer Lewis White – Digital Services Manager (via Teams).
Agenda Item	Subject and actions
1.	Welcome and Introductions.
2.	Declarations of Interest – were noted
3.	Housing update - the Panel were updated on the management structure of housing services
4.	Notes of the last meeting (24/06) Following feedback from the Panel, the information on Section 20 notices for leaseholders has been changed to make the additional information section clearer and easier to find. Members of the Panel were involved in the testing of the council's new online general enquiry form. They were thanked for their feedback. The form went live at the start of September and approx. 300 enquiries have been received to date.
5.	Report a repair online Officers provided an update and presentation on the form which will allow for repairs to be reported online. The Panel gave feedback on the order of the questions and the repairs covered by the form. They will be invited to a test the form and provide further feedback before it goes live.



WELWYN HATFIELD

6.	Asset Management Strategy Officers explained how the strategy will help the council plan improvements and investment in its housing. The Panel will be asked to shape a Welwyn Hatfield Decent Homes Standard which will set out the conditions the council's homes must meet in order to be rented out. The strategy will be presented to Cabinet Housing Panel on the 4th November.
7.	Compensation Policy Officers explained changes to the Council's Compensation Policy. This is to ensure it is clearer for residents and consistent with the Housing Ombudsman's recommendations. The policy will be presented at a future Cabinet meeting.
8.	Chair's update N/A
9.	Housing procurement update Panel members will be involved in helping the council choose the companies that will provide block cleaning, repairs and gas safety services to tenants and leaseholders.
10.	Matters Arising None
	Date of Next Meeting Wednesday 28 October 2026, 6.10pm