Notes of the last Residents Panel meeting

Date and Timing	Wednesday 28 October 2026 6.10pm – 8pm
Location	Council Offices, Campus East, WGC
Chair	Anthony Goodwin
Also present **Via Teams**	Residents Panel Jeff Driscoll – Asset Data Manager Alison Wildey – Resident Involvement Manager Michelle Meaney – Resident Involvement Administrator Kirsten Roberts – Assistant Director Customer Service & Transformation Richard England – Strategy & Policy Officer Christian MacManus – Graduate Trainee
Agenda Item	**Subject and actions**
1.	**Welcome and Introductions.**
2.	**Declarations of Interest** – N/A
3.	**Notes of the last meeting (30/09)** The Panel reviewed and agreed the notes from the last meeting. A testing session for reporting a repair online is to be arranged for the panel to review, give their feedback and inform final development before go live. Housing Asset Management Strategy and consultation questionnaire reissued to members
4.	**Awaab's Law Phase 2** The Panel were given an explanation on what the council is doing to ensure it is compliant with Phase 2 of Awaab's Law which comes into effect on 30 November 2026. The legislation expands the number of hazards landlords must investigate and treat within set timescales.

	Members discussed how residents will be informed of these timescales, how repairs and hazards are prioritised, and arrangements for supporting vulnerable residents. The importance of ensuring residents clearly understand the process and timescales when reporting hazards was highlighted.
5.	**Q2 performance data** The Panel reviewed a summary of Quarter 2 housing performance data. Officers highlighted there has been a marked improvement in levels of resident satisfaction with complaint handling since the introduction of the response templates based on Panel recommendations.
6.	**Procurement update** A Panel member provided an update on their involvement with the block cleaning procurement process. Panel representatives will be providing a resident perspective alongside the Council's evaluation process.
7.	**Chairs update** The Chair welcomed the increasing involvement of tenants and leaseholders in procurement activities and highlighted the value of resident participation in shaping future housing services. The Panel's involvement in forthcoming housing contracts was recognised as an important example of resident engagement and influence.
8.	**Housing update** The Panel was advised that the Housing Ombudsman Service is experiencing delays following a third-party IT security incident. While this has no impact on Council systems, Ombudsman casework may take longer than usual to progress. Updates will be shared with the Panel as needed.
9.	**Matters Arising** Provisional dates for a December Panel meeting are being considered, with confirmation to be provided in due course.
	Date of Next Meeting Wednesday 25 November 2026, 6.10pm