



**MINUTES OF THE LONDON RESIDENT PANEL MEETING  
HELD ON 18 JANUARY 2022  
VIRTUAL MEETING VIA TEAMS 6:30PM**

<b>PRESENT</b>	FH IA CJ AS RR WS BM	London Panel Chair and Customer Services London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member
<b>IN ATTENDANCE</b>	MM JR  JM AB TH	Head of Resident Engagement & Customer Insight Executive Director of Business Performance and Partnerships  Complaints Manager Company Secretary Resident Engagement officer
<b>APOLOGIES</b>	TB TL PB SA FM	London Panel Member London Panel Member Executive Director Of Finance Performance & Data Quality Manager Research & Policy Analyst
<b>NOT PRESENT</b>	RT GK KL VL	London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member
<b>MINUTE TAKER</b>	TH	Resident Engagement Officer

<b>1</b>	<b>Welcome and Apologies</b> <i>For information</i>	<b>Action</b>
1.01	The Chair welcomed the panel and attendees	
<b>2</b>	<b>Declarations of interest (declarations of interest to have been provided to the Chair)</b> <i>For information</i>	
2.01	There were no declarations of interest	
<b>3</b>	<b>Matters arising – Action Log</b> <i>For information</i>	
3.01	All actions have been updated	

<b>4</b>	<b>Panel Member re-election</b> <i>For discussion</i>	
4.01	MM asked panel members if they wish to remain on the panel for a 2 <sup>nd</sup> or 3 <sup>rd</sup> term, to contact her directly, or the get involved inbox, to let us know	
<b>5</b>	<b>Network Cares - charitable fund update</b> <i>For discussion</i>	
5.01	The report was summarised	
5.02	MM advised the panel how much of the fund had been spent so far, this financial year	
5.03	FH suggested that some of the wording in the funds policy is written in a way that may not be conducive to people under stressful situations	
5.04	MM stated that any of our colleagues can support residents who may be in need, or eligible for the fund.	
5.05	RR asked if there is a system in place for the fund to be accessible to residents struggling to pay their rent- Is this communicated to those who are not able to access the internet MM advised that we did gain some insight with the Big Winter Check In.	
5.06	FH asked what support there is for those who have been declined for a grant from the fund- and are they referred to the welfare team	
5.07	MM advised that we always refer such resident to appropriate teams for support	
5.08	FH asked how quickly residents can access the help/item they need	
5.09	MM advise that the usual turnaround is 7 days- the resident will usually have the items /support that they need within a week. The resident is contacted within 24hours of a request	
<b>6</b>	<b>Complaints</b> <i>For discussion</i>	
6.01	The report was introduced by JM	
6.02	CJ asked if that stats in the report included contractor complaints	
6.03	JM advised that they are included- and confirmed that we would take responsibility for repairs complaints and investigate and liaise with relevant colleagues and contactor's.	
6.04	JM advised that he would like to put together a focus group with members from the panel to ensure we are doing what we are expected to, but also that residents are satisfied.	

6.05	FH, IA, RR & DL stated they would like to take part	
6.06	FH queried the self-assessment questionnaire. FH stated that he and other members of the panel have been through the assessment and have experienced a refusal to escalate a stage 1 complaint to a stage 2 complaint- as there had been no response to the initial stage 1.	
6.07	FH said that he was advised that there was no formal stage 1 complaint on his file, so no escalation could happen	
6.08	JM agreed that this response is not sufficient- and the guidance from the ombudsman states that we must have a formal stage 1 to approach an escalation. JM also stated that we must be transparent and be honest about reasons for not escalating complaints	
6.09	JM advised that the ombudsman's have released their spotlight review on damp and mould	
6.10	JM stated that the report was critical of many housing associations and councils- and they have made some suggestions. JM stated that we do work in compliance with the ombudsman's suggestions, but we can do more and work alongside other housing associations.	
<b>7</b>	<b>Review NH budgetary changes for 2022-23 financial year</b> <i>For discussion</i>	
7.01	JR introduced the report in the absence of PB and outlined the financial pressures of the current financial year	
7.02	JR advised the panel that although the level of rent arrears does usually go up around the Christmas period, it has risen above the usual trend	
7.03	FH asked how much of the sustainability actions NH are undertaking currently, are business decisions as opposed to incoming decisions or regulations that make them a requirement	
7.04	JR advised that he isn't able to put a set percentage on it but the business decisions come from investors and what they want to see happening- but the business wants to do as much as possible to reduce residents energy bills	
7.05	JR also stated that there are pressures from the government, who want to hit specific standards and reduce carbon emissions	
7.06	There were no questions or comments from the panel	
<b>8</b>	<b>Consultation on the introduction of Tenant Satisfaction Measures</b> <i>For discussion</i>	
8.01	The report was introduced and presented by MM in absence of FM	

8.02	MM advised the panel that the RSH (regulator of social housing) are embarking on a focus group -comprised of residents to assist in setting new proposed tenant satisfaction measures.	
8.03	MM advised that all residents who would like to get involved are welcome to, and they will be fully supported by FM and the research & policy team	
8.04	MM set out the project timelines	
8.05	CJ, DL & FH advised they would like to be involved	
<b>9</b>	<b>Sustainability</b> <i>For discussion</i>	
9.01	JR introduced the report in the absence of PB	
9.02	FH said that it is a good report, and the social factor is the most interesting part of the report.	
9.03	FH said that there was some analysis done by the readers group regarding service charges- and advised it would be good to see some copies of the findings attached to the reports	
9.04	FH said that where the panel can see scores /results on some reporting, it would be nice to see an explanation of how these scores are arrived at.	
9.05	JR advised that there are various ways of asking for resident feedback, many times it is following a transaction with the Contact Centre or after a repair- and the ratings are along the lines of 'very/fairly satisfied, very/fairly dissatisfied'	
9.06	No further comments or questions from the panel.	
<b>10</b>	<b>Network Homes' Performance Report</b> <i>For Discussion</i>	
10.01	JR introduced the report in the absence of SA	
10.02	JR advised he panel that repairs dissatisfaction has increased	
10.03	JR also advised that we are seeing longer time periods to turnaround void properties- it can go up-to 90 days-much of this is due to the properties being older-persons properties	
10.04	JR flagged up the trust score-this is tracked with satisfaction/dissatisfaction with the repairs service- as it's the same group of people who are being asked to give feedback. Rather than us greater insight in trust levels, it is telling us how we're doing on the repairs service	
10.05	FH made some noted from the pre-meeting. FH asked of the metrics covered in the report translated to targets being missed	
10.06	JR advised that the targets are still being worked towards and we're on track to meet them overall	

10.07	FH asked if the performance report could include actual numbers, not just percentages in future reports for the trust question in particular	
10.08	JR stated that he will get SA to confirm	
10.09	FH stated that the numbers for the satisfaction/dissatisfaction for individual contractors seem unclear. For example, one contractor had 25% satisfaction in 4 areas of service, and he suspects that this is the result from 4 responses but it isn't clear from the reporting	
10.10	JR advised that the actual numbers have been put in for future reports	
10.11	FH noted from the report that Wates currently have only 15 of their 21 operatives currently available. FH asked what the plan is as is a shortfall and affects the service to residents	
10.12	JR responded that we are using a range of other contractors we can re-arrange jobs to. We will move things that need to be moved and continue to have ongoing conversations with Wates	
10.13	JR also confirmed that Wates are not being paid for the jobs they are not doing	
10.14	FH raised the issue of the low number of repairs being raised through the resident portal. It is currently at 1.2% and acknowledged that there is a plan to increase the number of residents using the service	
10.15	FH asked if there was any idea why it is so low, and how is it being proposed to increase it	
10.16	JR advised that he isn't able to provide an answer to why uptake of repair reporting via the portal is low but will investigate and seek a response	
10.17	MM advised that we don't want to do a big promotional push for the portal just yet as these a lot of work going no behind the scenes to enable leaseholders and shared owners to have access to the service.	
10.18	IA and DL both said that they have some experience of using the portal and both found it slightly long-winded/complicated to use to report a repair- and it was quicker to get in touch via Facebook messenger to report	
	<b>JR advised we will investigate the percentage of repairs raised via the resident portal is so low- and feed back to the panel</b>	<b>OSB</b>
<b>11</b>	<b>Social Media performance deep dive</b> <i>For discussion</i>	
11.01	JR introduced the report in the absence of SA	
11.02	JR stated that this section is a deep dive into various topics that the panel would like to dive into e.g, the Hertford panel would like to dive into estate management	
11.03	JR advised that this report sets out how we intend to respond to social media enquiries and looks at the service level agreement (SLA) for this method of contact (we aim to respond within 4 hours)	

11.04	JR also advised that we saw a significant rise in the number of social media enquiries during the pandemic	
11.05	FH asked about the service level agreement (SLA) of 4 hours- he stated that the panel members haven't had a response to a social media enquiry within the time frame-and asked if using Twitter would ensure a response with that SLA	
11.06	JR advise that some cases may be more complex, so will need to be logged and assigned to various teams- so it takes longer to get a full response and be worked through.	
<b>12</b>	<b>Resident engagement update</b> <i>For discussion</i>	
12.01	MM recalled the overview of the proposed, current and prospective consultation framework (from the October panel meeting)	
12.02	MM advised the panel that in March 2022, the board will agree on the themes of the topics' they'd like us to provide insight on and they would like the panels to play a role by recommending themes that will capture the areas residents will feel strongly about.	
12.03	MM advised these recommendations will be fed back to the board and advised that if any of the panel members have any ideas, they can offer them now, or email following the meeting	
12.04	DL advise that she is interested and will get in touch with MM following the meeting with recommendations	
12.05	FH raised the issue of recruiting more residents to join the panel and asked what activity is being undertaken to promote this	
12.06	MM advised that the RE team are working on a recruitment plan for the panel vacancies. An article was included in the most recent resident e-newsletter to advise residents of the vacancies.	
12.07	MM told the panel that we have had expressions of interest off the back of the newsletter article	
<b>13</b>	<b>Panel Business</b> <i>For discussion</i>	
13.01	No panel business was raised	
<b>14.0</b>	<b>Minutes from the meeting of 12 October 2021</b> <i>For information – not to be discussed unless so requested</i>	
14.01	There were no comments	
<b>15</b>	<b>Building Safety</b> <i>For information – not to be discussed unless so requested</i>	
15.01	There were no comments	
<b>16</b>	<b>Housing sector hot topics</b>	

	<i>For information – not to be discussed unless so requested</i>	
16.01		

**The next meeting has been scheduled for 19 April 2022.**

Chair .....

Date.....