



**MINUTES OF THE HERTFORD AND OUTER LONDON RESIDENT PANEL MEETING
HELD ON 05 OCTOBER 2020
VIRTUAL MEETING VIA TEAMS**

PRESENT	PL ZH MIQ DC AR AD CR	Chair and Hertford Panel Member Hertford Panel Member Hertford Panel Member Hertford Panel Member Hertford Panel Member Hertford Panel Member Hertford Panel Member Independent Panel Member
IN ATTENDANCE	Maria Moriarty (MM) Jackie Trundell (JT) Elizabeth Lill (EL) Gabriel Codjoe (GC) Michael Thorne (MT) Reuben Young (RY)	Head of Resident Engagement & Customer Insight Head of Neighbourhood Management (Hertford) Service Quality Manager Director of Housing Research & Policy Analyst Research & Policy Manager
APOLOGIES	Jamie Ratcliff (JR) JJH	Executive Director of Business Performance and Partnerships Hertford Panel Member
NOT PRESENT	PB CC MS BS LC	Independent Panel Member Hertford Panel Member Hertford Panel Member Hertford Panel Member Hertford Panel Member
MINUTE TAKER	Crystal Nicholson (CN)	Resident Engagement Officer

1	Welcome and Apologies	Action
1.01	The Chair welcomed the attendees.	
1.02	Apologies were received from JJH and Jamie Ratcliffe	
2	Declarations of Interest	
2.01	There were no declarations of interest.	
3	Matters arising – Action Log	

3.01	Item 13.03- Ridgeway parking is a working progress.	
3.02	Action- JT to discuss further with CR to discuss the issue further.	JT
3.03	DC experiencing IT issues	
3.04	Action- CN to contact DC to resolve IT issues	CN
4	Rent Increase 2021	
4.01	The Rent Increase 2021 report was tabled and discussed by MT.	
4.02	Action- Rent Increase update released on 21st October, MT to update paper and send round to Panels for further comments	MT
4.03	PL questions if there a plan to review the rent increase once the increase has been put in place. Because this would not be possible, it is vitally important to get this right.	
4.04	MM highlights the Charitable Fund that is available for residents. MM is currently consulting the head of Income to see if it can be used to help pay for someones rent. However, we can distribute funds to help residents in other ways such as helping to pay their energy bills.	
4.05	Can support residents in other ways, such as ZH explained that it's important to be transparent on where money accrued from the rent increase will be spent.	
4.06	Action- MT to consult Marketing and Communications Team on how to ensure transparency, highlighting the financial impact of the pandemic and the importance of maximizing revenue.	MT
4.07	MM highlights the annual report and breakdown of how rent is spent, however these are more headlines figures. We should look at how to make it more detailed and meaningful for residents.	
4.09	PL raised concerns on the issue of voids, the decline in private and shared-ownership sales and increase in building safety costs. Has Network Homes considered the use of reserves so that it doesn't have an impact on residents?	
4.10	Action- MT to consult appropriate colleagues on this and look at the possibility of a clause for exemptions.	MT
4.11	Action- MT to get data on highest rent increase and add to policy	MT
4.12	ZH highlighted that financial hardship some families will face.	

4.13	Action- MT to put the increase in annual terms within the report to highlight this	MT
4.14	Action-MT to consult Older Persons scheme managers to understand further how the rent increase will affect older residents	MT
4.15	GC explain scheme managers well versed in providing support and assistance. Income and Welfare Team also provide extra support to mitigate the increases that are necessary.	
4.16	DC feedback comments: we could look at the potential to hold rent increases and instead decrease the amount of new homes we are investing resources in.	
4.17	DC feedback comments: newsletters are a good way to communicate with residents.	
4.18	Action- MT to review feedback and provide a response to DC's comments	MT
5	Allocation	
5.01	The allocations, overcrowding and under occupation report was tabled and discussed.	
5.02	Feedback from panel previously was the importance of information provision and being clear about decision-making.	
5.03	ELT proposed to give all larger homes to councils to tackle under-occupation in own stock to ensure we are meeting housing needs for the homes we own.	
5.04	RY proposed the two options for internal transfer list. Firstly, to keep the same policy and instead evaluate internal process of lettings team allocating homes to residents and councils.	
5.05	Remove people band B and below from transfer list below and signpost them to relevant housing council list or support them in a mutual exchange.	
5.06	Action- ZH notes that it's important to ensure residents are aware services aren't available to the Hertford residents because there isn't an internal transfer list primarily for Hertford.	RY
5.07	PL highlights the possibility that people may be disadvantaged from the system in Hertford and Out of London.	

5.08	JT confirms that generally those who are in the greatest need do get prioritised and housed first.	
6	ASB Toolkit	
6.01	The ASB Toolkit was tabled and discussed.	
6.02	JT highlights the challenge of managing customer expectations and what we are unable to do in terms of ASB. JT reviewing anti-social behavior policy to support new approach.	
6.03	ABS Toolkit is a working progress and welcomes panel to go through and provide feedback	
6.04	ZH questions once you report on the portal why she is unable to find report.	
6.05	Action- JT to track down ZH report to confirm that NH has received it.	JT
6.06	ZH mentioned the issue of smells may be missing. JT confirms complaints over the smell of drugs would sit under the drug category, the smell of cooking for example wouldn't be considered at a landlord.	
6.07	Action- JT to check the reporting of smells on the portal.	JT
6.08	ZH questions whether there is relevant communication between the ABS Toolkit, portal and the police. JT confirmed police remain independent, however may approach Network Homes if further investigation was needed.	
6.09	JT explains that the team are looking into the possibility to include mandatory fields when residents are reporting ASB. This will help to outline what sits within Network Homes responsibility and signpost to the relevant authorities.	
6.10	JT will be sharing the ASB Toolkit with local partners, such as the local authority and the police	Panel members
6.11	Action- JT requests Panel Members to go away and welcome any feedback on the Toolkit:	
	<ul style="list-style-type: none"> • What works well with the toolkit 	

	<ul style="list-style-type: none"> • What doesn't work well and why • What would you like to see more of and why 	
6.12	MIQ explains confidentiality is more effective than reporting anonymously because cases reported are more likely to be unreliable.	
7	Resident Engagement Update	
7.01	Action-Shauna sent a survey to gather feedback from Panel Members. Three responses are still outstanding	Panel members
7.02	MM requested to close the Resident Engagement and Transparency action plan because outstanding actions are now on the new strategic objective.	
7.03	MM explains virtual pop ups hasn't been as successful, discussed the trial in November for a Buntingford surgery. If the format is successful, the team will continue this format.	
8	Continuous Improvement Panel update	
8.01	Not anything specific to discuss.	
9	Network Homes Performance Report	
9.01	MM proposed the normal KPI report and an in-depth look into an area of interest.	Panel members
9.02	Action- Panel Members to provide feedback on this to see if they are specific areas you would like to know more of.	
10	Panel Business	
10.01	Not anything specific to discuss	
11	Minutes from the meeting of 06 October 2020 <i>For Information, not to be discussed unless so requested</i>	
11.01	No comments from panel members	
12	Building Safety <i>For Information, not to be discussed unless so requested</i>	
12.01	No comments from panel members Chair's closing remarks	

12.02	Action- CN to contact DC for any feedback PL thanked all for attending the meeting Meeting closed 8.09PM	CN
13.0	Customer Service Strategy	
13.01	No comments from panel members	
13.02	Action- Once the strategy has been finalised, circulate the updated report to the panel	MM
14.00	PL thanked all for attending the meeting	
14.01	Action- CN to contact DC for any feedback	CN
14.02	Meeting closed 8.09PM	

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Chair

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Date