**STRATEGIC TENANT AND RESIDENT PANEL MEETING**

Wednesday 19 MAY 2021

6.00pm-7:30pm

Virtual Microsoft Teams Meeting

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| MINUTES | ACTION |
| **Present:****STAR Panel Members**Cllr Louise Mitchell (LM) – Chair Bert Morris (BM) – Vice Chair William Wood (WW)Iraah Wehner (IW)Jurgita Stirnaite (JS)Bernadette Christie (BC)Teresa Spratt (TS)Ahmed Hussain (AH)Stephen Jeffery (SJ)Josie Lewis (JL)Juli Ozer (JO)Lesley Cartwright (LC)Heather Gardiner (HG)Arsalan Tariq (AT)**Officers**Shahid Mallam (SM) – Inclusion & Engagement ManagerRumana Akthair (RA) – Housing Engagement OfficerJane Martin (JM) – Divisional Director Housing OperationsRichard Tomkinson (RT) – Independent Consultant John Lowe (JL) – Senior AnalystSu Gomer (SG) – Divisional Director Housing Assets |  |
| 1. WELCOME AND APOLOGIES |  |
| * Cllr Mitchell asked everyone to introduce themselves as there were several new members of STAR.
* Cllr Mitchell thanked JS and TS on behalf of everyone for all their hard work over the last few years.

JS thanked everyone for their support. |  |
| 2. REVIEW OF LAST MEETINGS MINUTES |  |
| * SG stated waking watch comments not accurate.
* RA/SG to agree new wording and amend the minutes.
 | RA/SG |
| 3. STAR RECRUITMENT |  |
| * RT advised panel of successful recruitment session where four new members were appointed
* JS and TS standing down tonight and BC and BC to stand down in September
* Recruitment will be ongoing
* RT will observe today and schedule one to one support sessions with new members
* Cllr Mitchell congratulated new members on being successful and for volunteering to be part of the strategic panel.
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| PERFORMANCE REPORTS |  |
| * JL presented performance report
* Provided summary of important measures looked at by the housing service over the year
* Morgan Sindallrepairs appointment target was missed due to Covid issues and difficulty accessing homes. Only emergency repairs carried out during lockdown. Aston repair target was met.
* Awaiting data for “percentage of homes meeting decent homes standard”. Q3 was on target but lockdown will have impacted negatively
* Rent collection target was narrowly missed but uncertainty around future due to long term impact of Covid.
* Target for days to relet property was missed but benchmarking with other providers suggest performance was still good.
* Percentage of members enquiry responded on time was missed but was the best performance in a number of years
* AT questioned why repairs appointment kept by Aston was considered target met but was 1% lower that target. JL advised this was a typo but was still within minimum acceptable level.
* AT asked if STAR could be provided with acceptable range in spreadsheet or separately. JL to provide.
* IW requested data on communal repairs which JL agreed to provide
* Insolvency service launched the breathing space initiative. IW requested if WFC will sign up to the initiative. JM advised that teams have recently been briefed on the initiative. Housing should be notified of the requests as and when residents make contact with the service.
* TS found that since her move to Epping she found there was better communication and relationships between teams in Epping Council and questioned whether there were lessons that WF could learn.
* HG requested clarification on item “repair call abandoned”. Counts number of calls residents call the contact centre and abandons call after a certain period of time. JL to confirm time before call is considered abandoned
* RT advised that performance info training will be available to new and existing members.
* SM agreed definition of all measures will be provided to STAR
 | JLJLJL |
| STAR SURVEY RESULTS |  |
| * JL presented residents of wave 1 of STAR survey which is carried out twice a year.
* Surveys appear to show Aston performing better than MSPS. JL advised that Aston provides more emergency provision and performance and satisfaction would expect to be better as a result.
* IW noted leasehold services satisfaction has been getting worse each year and asked if WF are doing anything to improve satisfaction. JM advised an improvement plan has been developed which will be delivered this year. JM to share leasehold improvement plan with STAR and resident scrutiny
* AT asked to see if figures can be provided for previous contractor satisfaction to allow for comparison. JL to provide
* STAR to share any further questions on STAR survey results on Basecamp
 | JMJL |
| BUILDING SAFETY DRAFT RESIDENT ENGAGEMENT STRATEGY |  |
| * SM shared building safety engagement strategy presentation. SM advised this was an early draft of the strategy. Questions were welcome during the meeting as well as via Basecamp/email after.
* SM advised an action plan has been developed to support the delivery of the strategy
* JL asked if she can share with residents meeting
* JM encouraged JL to share with residents. Feedback to be shared on Basecamp.
* TS queried how the information will be delivered. TS was concerned about companies dumping leaflets and flyers
* SM advised that there was a detailed communications plan which is being developed for building safety. Messages will be shared through as many communication channels as possible and take into consideration resident preferences. Will also be asking residents to review material before it goes out.
* IW raised concerns about issues around consistency of messaging around resident responsibilities. Would like confirmation on when the information will be added to tenancy and leaseholder packs. Would also like to see specific info around their individual blocks in the packs
* SM advised that the action plan will details exactly what we will do and by when and ensure the information in consistent.
* SG advised we are developing a system of self service and residents will be involved in this process
* Members welcomed the work on the strategy and look forward to supporting it.
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| AOB |  |
| * BM asked if we can hold the next meeting in person.
* LM advised that it would be great to meet at the new town hall but can be discussed closer to the next meeting.
* SM suggested some meetings can be held in person whilst other online going forward.
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| DATE OF NEXT MEETING |  |
| * Wednesday 25 August
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