**STRATEGIC TENANT AND RESIDENT PANEL MEETING**

Wednesday 25 AUGUST 2021

6.00pm-8.00pm

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)Barry Coppock (BC)Bernadette Christie (BeC)Ahmed Hussain (AH)Stephen Jeffery (SJ)Josie Lewis (JL)Juli Ozer (JO)Lesley Cartwright (LC)Heather Gardiner (HG)Arsalan Tariq (AT)**Officers**Rumana Akthair (RA) – Housing Engagement OfficerJane Martin (JM) – Divisional Director Housing OperationsJames McHugh (JMc) – Head of Housing StrategyCharlene Santos (CS) – Housing Engagement ManagerWilliam Vile (WV) – Housing Strategy and Implementation Officer |  |
| 1. WELCOME AND APOLOGIES |  |
| Cllr Mitchell asked all attendees to introduce themselves. There were no apologies. LM thanked BC and BeC for all their hard work on the STAR Panel as this would be their last meeting. |  |
| 2. REVIEW OF LAST MEETINGS MINUTES |  |
| Minutes agreed as accurate. Actions from last meeting reviewed and confirmed as complete. RA advised in response to query from last meeting that all abandoned calls are counted regardless of how long.BM suggested that a meeting be held with Morgan Sindall regarding the contract and delays to work. LM suggested that this could be included as a resident led item on the forward plan.JO agreed that it is an area we will need to look at.LM asked JM and RA to discuss with MSPS on how they can communicate with STAR panel regarding thisRA to check if the following action had been provided and if not provide in the next week.* AT asked to see if figures can be provided for previous contractor satisfaction to allow for comparison. JL to provide
 | JM/RARARA |
| 3. CLIMATE EMERGENCY |  |
| JMc provided presentation on how LBWF will be tackling climate emergency specifically around homes.JL asked for website details for checking EPC. LM provided website link: [www.theepcregister.co.uk](http://www.theepcregister.co.uk)JMc will offer visit to eco home to STAR panel. HG asked if it can be visited by individuals.JMc provided link to open house where individuals can arrange visit:<https://openhouselondon.open-city.org.uk/listings/10424>AT asked if all changes were put in separately and were changes to energy performance measured to each item. JMc confirmed all changes were put simultaneously. He explained that residents are not expected to put in all measures but the purpose of the eco home was to show the full range of measures that can be taken.BeC asked how you gauge the measure. JMc confirmed EPC is measured by a qualified inspector. SJ asked if tenants will be expected to pay for improvements. LM explained that in council tenanted properties, the Council would pay for improvements. The show home would also act to demonstrate to private homeowners and landlords the improvements that can be made.BM asked for figures for savings on solar panels installed on properties. JMc to provide.IW would like to see some detail. How will this be implemented within the council. What processes will need to be changed to accommodate this in WF. If leaseholders want to make improvement but the process is complicated, it will put people off. Council needs to have the infrastructure to support this initiative. LM advised team can provide more detail with STAR panel between meetings.HG asked if there is advice available for people not eligible for green homes grant? JMc explained this is not funded by government at the moment but team are in discussions about launching a site which can show potential benefits of different retrofitting plans.HG suggested we can recruit energy champions who can have improvements fitted to their properties and encourage others. | JMcJMcJMc |
| 4. SOCIAL HOUSING WHITE PAPER |  |
| JMc and WV provided presentation on social housing white paper to the Panel.JL asked how council will replace social housing that will be taken off the market when purchased. LM advised that LBWF will replace what we can but there are legal and budgetary restraints that will need to be taken into consideration. There is new funding available from the Mayor of London to buy back properties that has previously been sold through right to buy.IW asked if LBWF can share copy of complaints self assessment with STAR?IW asked what definition LBWF use as the definition of affordable housing?HG asked what are the community led housing schemes JMc advised community led housing schemes are projects where there is a level of self build. Main challenge is finding a location which LBWF are supporting schemes to identify. JMc to provide STAR with list of schemes currently being supported. | JMcJMcJMc |
| 5. AOB |  |
| * Forward Plan Resident Led Item

RA advised that LBWF had taken on board feedback from members around reducing the number of agenda items so in depth discussions can take place. Going forward there will be two agenda items; a housing led item and resident led item. RA suggested STAR discuss potential agenda items via basecamp and agree a forward plan* Proud Places

AT stated that there are limited information on the Proud Places programme online and that TMOs are not eligible. AT asked if there was an equivalent programme accessible to TMOs.CS suggested that AT contact her outside of the meeting to discuss improvements to SAMs.* Bernadette and Barry

BM thanked BC for all his contributions over the numerous years they have worked togetherBC thanks BM for his words and explained his decision to step down stemmed from being involved in LBWF for so long and it was time to make a change. | RA |
| DATE OF NEXT MEETING |  |
| * Wednesday 24 November 2021
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