

APPENDIX 1



Resident Voice Group Meeting

Date: 2nd December 2025 6.30pm-8pm

Venue: Model Room, Barbican Estate Office, Lauderdale Tower Barbican, EC2Y 8BY

Attendees

Peta Caine (Chair) – PC
Helen Chantry - HC
Sam Bedford – SB
Beverley Andrews – BA
Subhash Patel – SP
6 Residents
(Names redacted)

Apologies

1 Resident

| Item | Board Member | Action Points |
|--|--------------|---------------|
| Welcome and Introductions | All | |
| Actions from last meeting | All | |
| Brief Introduction to Housing Services | PC | |
| Introduction to Repairs and Questions | BA, SP | |
| Performance Data Review | All | |
| Next Steps and Actions Agreed | All | |
| Election of Resident Co-Chair | All | |

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| AOB | All | |
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Actions From Previous Meeting

- **ACTION SB** Provide a copy of the department wide recognition criteria for volunteering and engagement – SB has requested permission to share document, awaiting approval from Ellie Ward.
- **ACTION PC** to provide a brief introduction to the Housing Service at the next meeting. – On agenda
- **ACTION SB** Code of Conduct and Terms of Reference agreed – Shared with all members.
- **ACTION HC** Investigate to look at missed appointment numbers and report back to Subhash Patel as he is conducting a review of the first six months of the Chigwell contract. – on agenda
- **ACTION HC** Speak to Anna Donaghue about what kind of breakdown of complaints data we could provide. What do we capture before formal process? Complaints – Discussion had as group. Residents to input to make suggestions of what additional detail they'd like to see on complaints data.
- **ACTION SB** Complaints leaflet to be shared – completed
- **ACTION ALL** Process agreed, members to self-nominate. SB to actively remind people. – on agenda
- **ACTION HC** Consider how we can manage distribution of materials to resident members – SB picked up. Worked with estate offices to develop process. Successful in the most part with occasional teething problems. To be continuously monitored.
- **ACTION SB** Summary of group so far to be presented at November Housing Sub-Committee. – completed
- **ACTION SB** Invite Subash and Bev from Repairs to next meeting. Chigwell review. – completed, attending and on the agenda.

Housing Services Presentation

- PC shared organisational chart and used it as basis of presentation to explain the different areas that comprise the Housing Services work.
- **ACTION SB** to share organisational chart.
- Brief explanation of different roles provided. Particularly highlighted Raymond Ozogulu's role as extra pair of hands. Updated that we are at 88% compliance for electrical safety test. 58% stock condition survey. Received good feedback so far. Discovered new damp and mould cases which were not reported, really good by product for CoL. Updated on the improvement works at Spitalfields.
- A RESIDENT asked for clarity on PC meant by surveys re. the damp and mould. A RESIDENT shared her experience of the survey, felt it was absolutely fine.
- PC has received feedback that the surveys haven't actually been taking too long, so will update comms about that.
- A RESIDENT confirmed if stock condition survey is just inside tenanted homes, PC confirmed it is. Is it a possibility for leaseholders to be able to 'buy in' to improvement projects that have been discovered to be needed?
- PC updated on how we will do with the data, and themes, and then what programmes we need to follow, so that will be the moment for that as it goes back to tenants and leaseholders.
- Updated on developing the new H&S team under Paul Barton

Repairs

- BA gave brief intro to her role responsive repairs and big 7 compliance inc. damp and mould now as of October and Awaab's Law.
 - 3 teams in the service main teams in the service
 - Property Services team. Area based property services officers.
 - Repairs service desk – for reporting repairs as first point of contact.
 - Compliance team
- SP introduced his role as contracts manager for Chigwell contract.
- SP highlighted Prosper's role and how he is also responsible for stage 2 complaints, so getting direct resident feedback.
- Some resident questions followed SP presentation (slides provided)
- A RESIDENT asked regarding what the monitoring of performance is. SP explained the current quality control checks
- A RESIDENT asked if 10% quality control was enough to monitor the contract? BA explained the 10% and tier systems based on value of the repairs work. Approx 1400 reviews across 4 PSOs. Capacity to do more is an issue. Aim is to increase volume by doing more via desktop to allow visits.
- A RESIDENT suggested deep dive on info re repairs by estate and value to see what their strengths and weaknesses are, might give us a better understanding.
- A RESIDENT asked if vulnerable residents have different priorities for repairs, is it taken into account? SP yes it is considered and used to prioritise or take different approaches if needed. Give due care and attention to residents. Noted that an area for improvement for us is to know before, or in case, residents don't offer that information. Links into how we use Civica and the household survey.
- A RESIDENT asked where and why is there a gap for where people have not reported the mould found in surveys?
- A RESIDENT Is there anything around feedback around the whole process? What's it been like for you going through the process, end to end? SP mentioned the Acuity survey. A RESIDENT suggested from her experience that this is quite long, perhaps there's a better approach, online or so on that could encourage more take ups.
- A RESIDENT suggest 5 star rating system immediately after service provision. A RESIDENT raised issue of whether this can meet needs of not everybody can access online for example.
- **ACTION HC** to check in if the household survey will include communication preferences
- A RESIDENT suggested perhaps annually a more qualitative feedback process, via focus group or otherwise that might provide detailed feedback. PC said this is something that yes the group could look at and plan and schedule areas for us to focus on.
- HC discussed potential to use focus group model that we are using at Isleden as model for future workshops.
- **ACTION SB** to check in with A RESIDENT if they wished to be co-chair, if not A different resident will take up the role.

Any Other Business

- SP floated the idea of resident involvement in contract management quarterly reviews.
- **ACTION SP** to provide a brief outlining resident involvement in contract performance reviews from April 2026. Confirm whether there is interest from selected resident members of the group to attend quarterly review meetings which will help shape

ongoing service improvements and future contracts. SP will be happy to offer any necessary coaching and support during January–March 2026 to facilitate this.

- A RESIDENT suggested that PC provides some insight into what might be areas we feel are gaps. PC suggested reviewing the household survey. Welcomed in the room.
- A RESIDENT asked about is there a way of discussing how we build trust, comms etc. PC suggested this could be done through a deep dive on tenant satisfaction measures (TSMs). Bring background and current data on TSM at this point. To share previous results. Introduction on TSMs.
- **ACTION ALL** Agreed that next meeting focus will be on reviewing the household survey and a deep dive on TSM.
- **ACTION SB** to invite Liane Coopey and Allison Panks to next meeting.