

MINUTES

Housing Service Residents Panel

Tuesday 17th March 2026 – 18:00-20:00

4th Floor Room 4, Civic Offices, New Road, Grays, RM17 6SL

Item	Subject	Item Type
1	Welcome, introduction, membership and apologies	Standing item
2	Notification of any other business	Standing item
3	Actions from previous minutes	Officer request
4	Presentation: Integrated Housing Improvement Plan	Officer request
5	Presentation: Pennington Choices report and findings Review of compliance against consumer standards	Standing item
6	Presentation: Performance Overview Tenant Satisfaction Measures (TSM's) - Analysis of 2023/24 and 2024/25 performance data - Benchmarking against comparable local authorities - Setting Key Performance Indicators (KPI's) for 26/27 across service areas	Officer request
7	Working Group Updates (5 min each) - Complaints - Health and Safety - Tenancy	Standing item
8	Forward Plan	Standing item
9	Date of Next Meeting and Close	

Membership		
Roseline Komolafe	Chair of the Housing Service Resident Panel	Unable to Attend
Sue Hodgson	Vice Chair of the Housing Service Resident Panel	Attended
Jason Kemp	Housing Service Resident Panel Member	Attended
Marcia-Fay Grace Johnson	Housing Service Resident Panel Member	Resigned
Lola Animashaun	Housing Service Resident Panel Member	Attended

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Victoria Osajeh	Housing Service Resident Panel Member	Unable to Attend
Lisa Clancey	Housing Service Resident Panel Member	Unable to Attend
Linda Goldsmith	Housing Service Resident Panel Member	Attended
Mitchell Keeling	Coopted Youth Ambassador of the Housing Service Resident Panel	Attended

Invited			
Moh Hussein	Interim Landlord Services	Attended	moh.hussein@thurrock.gov.uk
Peter Doherty	Neighbourhood and Tenancy Manager	Attended	peter.doherty@thurrock.gov.uk
Saheed Ullah	Head of Housing Assets, Repairs and Compliance	Not required to attend	mohammed.ullah@thurrock.gov.uk
Cllr Mark Hooper	Portfolio Holder - Housing and Health & Wellbeing	Attended	mhooper@thurrock.gov.uk
Craig Leddra	Performance Manager	Attended	CLeddra@thurrock.gov.uk
Ryan Farmer	Housing Strategy Manager	Attended	rfarmer@thurrock.gov.uk

1. Welcome, Apologies and Introductions

- **Chair's welcome:** Sue Hodgson opened the meeting and welcomed all attendees.
- **Apologies received:** Roseline Komolafe, Lisa Clancy, Victoria Osajeh

2. Notification of any other business

- See section 9.

3. Matters Arising from Previous Meeting

Updates were provided on actions from the previous meeting:

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- New tablets have been ordered and will arrive by 1st April.
- Email accounts for Panel members will be created in Outlook.

Action – CW to organise the creation of emails and chase tablet delivery.

4. Presentation: Integrated Housing Improvement Plan – Ryan Farmer

Sue asked whether there will be a tenant representative on the governance board.

Moh explained that this represents a new approach, where feedback from resident meetings will be used to inform and support the work of the governance boards.

Due to purdah, the governance board launch will be delayed. In the interim an impartial 'critical friend' with a housing background will be able to advise the board.

Sue highlighted historic tenant involvement such as HRA Budget setting, to interviewing new senior managers Sue expressed a desire to return to this level of engagement.

Moh confirmed once we have outcomes from our stock conditioning surveys, resident involvement will be central to the new Housing Strategy and Housing Asset Management Strategy.

5. Presentation: Pennington Choices report and findings – Moh Hussien

Moh – improvements are required in how compliance data is recorded and stored. We have it all there and the process of collecting the data has been commended, however, the systems used to register compliance data need to be strengthened and moved onto a more sustainable, long-term platform.

6. Presentation: Performance Overview Tenant Satisfaction Measures (TSM's) Craig Leddra - <https://www.thurrock.gov.uk/tenant-satisfaction/how-well-we-are-doing>

Analysis of 2023/24 and 2024/25 performance data

- Monthly KWEST surveys sample approx. 160–180 residents annually.
- Efforts made to avoid surveying the same resident more than once per year.

Benchmarking against comparable local authorities

- This allows us to see where we are comparing against other local authorities showing higher, median or lower quartile.
- Outcomes from year 25-26 will be published online during the summer it will be good to see if we have made improvements from last year.

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Setting Key Performance Indicators (KPI's) for 26/27 across service areas

Discussion:

- Cllr Hooper asked for focus on the top four complaint areas.
- Sue suggested examining lowest-performing services in depth.

Actions – Ryan to share target setting for 26/27.

Actions – Craig to send link to tenant satisfaction measures online.

Action – Craig share data for the top four complaints areas

7. Working Groups Updates

7.1 Complaints – Sue:

- The groups have:
- Reviewed two Ombudsman-level complaints.
- Identified learning opportunities in Stage 1 & 2 responses.
- Received a presentation from the Complaints Team.
- Future focus: reviewing Stage 1 complaints to reduce escalation and identify recurring themes.

7.2 Tenancy – Lyn:

- Reviewing and shortening the tenancy agreement.
- Developing a tenant-friendly handbook in plain language.
- Committed to accessibility (multi-language, visual impairment support, easy-read/different formats).
- Aim to secure a “Diamond Easy Read” mark and a “Tenant Approved” stamp.

7.3 Health & Safety – Sue:

- Two in-person meetings held since last Panel meeting.
- Received update on Building Fire Safety survey.
- Recommending a follow-up survey six months after completion.
- Benchmarking against local authority and housing association fire safety systems (C1–C4 ratings).
- Reviewing sheltered accommodation fire safety standards.

8. Forward Plan – Peter Doherty

- Aim to co-design service pathways with residents.
- Ensuring services are accessible and responsive to resident input.
- Panel members will be invited to the Housing Service Away Day to meet service leads.

Actions – Lydia to send invite to residents panel for the staff away day.

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9. Any Other Business

Lydia

- Confirm attendance for the meeting with Claire Demmel on 24 March, 5–6pm.
- Taxi requests via Connie.

Connie

Procurement opportunities: seeking 2 Panel members for tender evaluation for:

- Lift Maintenance
- Door Entry Systems

Date of Next Meeting

- **Next meeting:** Tuesday 5th May, 6pm at the Civic Offices