

MINUTES

Housing Service Residents Panel

Tuesday 20th January 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	Youth Ambassadors – Report and Presentation	Officer request
5	LGA Peer Review Feedback	Standing item
6	Decent Homes Update	Officer request
7	Housing Works Procurement Update	Officer request
8	Clean and Green Service Review	Standing item
9	Working Group Updates (5 min each) - Complaints - Health and Safety - Tenancy	Standing item
10	Newsletter and Communication	Standing item
11	Forward Plan	Standing item
12	Date of Next Meeting and Close	

Membership		
Roseline Komolafe	Chair of the Housing Service Resident Panel	Attended
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	Attended
Lola Animashaun	Housing Service Resident Panel Member	Attended
Victoria Osajeh	Housing Service Resident Panel Member	Attended
Lisa Clancey	Housing Service Resident Panel Member	Attended

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Linda Goldsmith	Housing Service Resident Panel Member	Attended
Mitchell Keeling	Coopted Youth Ambassador of the Housing Service Resident Panel	Attended

Invited			
Moh Hussien	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	Attended	mohammed.ullah@thurrock.gov.uk
Paul Southall	Transformation Consultant - Waste	Attended	paul.southall@thurrock.gov.uk
Cllr Mark Hooper	Portfolio Holder - Housing and Health & Wellbeing	Attended	mhooper@thurrock.gov.uk
Nela Petreus	Capital Programme Delivery Manager	Attended	nelu.petreus@thurrock.gov.uk
Joanne Kemp	Support & Participation Worker Adolescence Team	Attended	JKemp@thurrock.gov.uk
Carolina Henriques	Care Leaver Ambassador	Attended	Carolina.Henriques@thurrock.gov.uk
James Mackintosh	Care Leavers Ambassador	Attended	James.Mackintosh@thurrock.gov.uk

Welcome, Apologies and Introductions

- **Chair's welcome:** Roseline Komolafe opened the meeting and welcomed all attendees.
- **Apologies received:** None

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Matters Arising from Previous Meeting

Updates were provided on actions from the previous meeting:

- Temporary laptops have been issued; new tablets have been ordered.
- **Action: CW to confirm the arrival of new tablets.**
- Email accounts have been raised with HR and the Information Governance Team.
Action: PD to progress creation of group email accounts.

Care Leaver Ambassador – Presentation

Topics raised and focused point from the presentation:

- Need for improved joint working between Housing and the Transitions Team to ensure smoother progression from care into independent living.
- Greater access to training for care leavers in areas such as budgeting.
- Mears deliver a six-week training programme covering plastering, tiling, plumbing etc. New contractor requested to prioritise places for care leavers aged 18-25. Mears are currently delivering but only up to 17 years.
- Suggested one day practice skills course for care leavers moving into their first property(e.g., gas pressure checks, bleeding radiators, changing lightbulbs)
- Simplify tenancy agreements, and all new tenants should receive a clearer, more supportive welcome pack.
- More support is needed beyond ages 18–25, with improved links to Adult Social Care to address the current “cliff edge” at age 25.
- Provide more support around mental health and wellbeing as many care leavers struggle with isolation when moving into their own property for the first time.

Action: CW Circulate Ambassadors' presentation to the panel.

- **Cllr Hooper:** It is important that children's, housing and adults work together to carry on supporting care leavers into adulthood.
- **Peter:** we want to set up a group to work on the housing care leavers strategy.
- **Lisa:** there needs to be extra support in place for disabled care leavers they need to have the right communication with occupational therapist and housing to make sure that the properties are suitable for them to move into and that their needs are being listened to, to get this right first time.

LGA Peer Review – Presented by Moh Hussein

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Panel members received the presentation prior to the meeting. A summary of outcomes and next steps was provided.

Housing Works Procurement Update – Presented by Saheed Ullah

SU outlined the procurement timeline, expected mobilisation dates, and what will be required from the new contractor. The panel will be involved in areas such as resident communications and social value considerations.

Clean & Green Service Review – Presented by Paul Southall

Action: CW to share clean and green presentation document with panel.

Working Groups Updates

Complaints – Roseline: In the complaints session we are looking at the customer journey from stage 1, stage 2 and ombudsman level complaints. We're also looking at the quality of the responses that are given to residents and where more detail could be added so that the complaint is clear and understood. We want to identify the gaps and missed opportunities where residents could have been communicated with better and follow up could have been made. We have identified that there needs to be more teamwork and collaboration with other services to make sure that residents are getting a thorough response. We have identified that communications are lacking not only through the complaint, but how to report a complaint to the service.

Tenancy – Lyn: We are assessing the 2020-2026 tenancy agreement, that is currently in place and identifying changes that need to be made. This is to make sure the document is accessible and understood by all. We will also be doing some benchmarking against other local authorities, as well as looking at best practice on how the document will be communicated, and if there is a need to create any other documents such as tenant's handbooks or online information. We will also be looking at providing documents in different languages and accessible for any impairments.

Health & Safety – Sue: The Working Group are looking at how we can improve communications around Fire and Building Safety. A survey has been distributed to 9 of the 12 high-rise blocks in the borough, to find out what people know about fire and building safety and how they feel about the current service. We are waiting for the outcomes of these surveys and hope to review these at our next meeting. The group would like to repeat the survey in six months, or once they have completed works on the communication plan, to measure impact. The outcomes that the group wish to obtain have been added to a forward plan and used to benchmark against other authorities. The group requested a visit with the Building Safety team and the dates for this have been provided. The group work well together and I believe a lot can be achieved to deliver meaningful outcomes.

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Newsletter and Communication – Presented by Peter

We have now launched an action plan around comms following on from the peer review. We continue to run our monthly e-bulletin and include stories from residents and good news within our communities. We would also like to continue with the quarterly newsletter/ magazine. However, this is costly, and we want to make sure this is the best way to share updates with residents moving forward.

Lisa: will everything online be accessible by screen readers as I know that currently the webpage is not always accessible for this?

Moh: With these documents we want to make sure they are the right way of communicating with residents. We will be looking at what other C1 rated councils are doing and what type of communication they are sending out to their residents.

Mitchel: Visual videos and imagery make this accessible for someone who may have language barriers or impairments.

AOB

Roseline: I think the outcomes of this group are proving to be successful and we are making steps to change an imbedded culture within the authority. We need to consider when signing things off, who will be impacted and how decisions are being made.

Moh: We want resident representation on the Housing service improvement board who will feedback from this group.

Peter: we know it is important to get residents involved from the beginning and allow you to make an impact by challenging the decisions that are being made and making recommendations to how we make the service accessible.

Sue: I believe every council panel should have a tenant board member in place to promote transparency.

Date of Next Meeting

- **Next meeting:** Tuesday 17th March 6pm at the Civic Offices