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Housing Service Residents Panel

Tuesday 23rd June 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 and matters arising	Officer request
4	Presentation: Stock Condition Survey Presentation: Phase 2 Awaab's Law	Officer request
5	Presentation: Clean and Green	Standing item
6	Presentation: Performance Board Update	Officer request
7	Presentation: Integrated Housing Improvement Plan	
8	Tenants Voice - Complaints – Roseline Komolafe - Health and Safety – Sue Hodgson - Tenancy – Lyn Goldsmith - Youth Development – Mitchell Keeling - ARCH – Sue Hodgson - Mears Core Group – Sue Hodgson	Standing item
9	Forward Plan	Standing item
10	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
Lola Animashaun	Housing Service Resident Panel Member	Attended
Victoria Osajeh	Housing Service Resident Panel Member	Attended
Lisa Clancey	Housing Service Resident Panel Member	Unable to Attend
Linda Goldsmith	Housing Service Resident Panel Member	Unable to Attend

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Mitchell Keeling	Coopted Youth Ambassador of the Housing Service Resident Panel	Unable to Attend
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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	Attended	mohammed.ullah@thurrock.gov.uk
Jorgen Dyer	Head of Estates Services	Attended	Jorgen.Dyer@thurrock.gov.uk
Robyn Riseborough	Performance Manager	Attended	rriseborough@thurrock.gov.uk
Ryan Farmer	Housing Strategy Manager	Attended	rfarmer@thurrock.gov.uk

1. Welcome, Apologies and Introductions

- Chair's welcome:** Roseline Komolafe opened the meeting and welcomed all attendees.
- Apologies received:** Lisa Clancy, Lyn Goldsmith and Mitchell Keeling

2. Notification of any other business

Find in section 9

3. Matters Arising from Previous Meeting

Updates were provided on actions from the previous meeting

4. Presentation: Stock Condition Survey - Saheed Ullah

The Stock Condition Survey (SCS) programme is progressing well and is helping us build a clear understanding of the condition, safety, and future investment needs of our homes.

- Total surveys completed to date: 4,854
- Total surveys planned: 7,514
- Overall progress: 64.6% complete

In addition to identifying immediate safety concerns, surveys also capture the age and condition of key elements (such as kitchens, bathrooms, roofs, and heating

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systems). This will support future planned maintenance and long-term investment programmes.

Questions from panel members:

Q – do we have enough additional stock if larger issues are identified with properties so we can decant families if they cannot stay in their home during necessary works

A – yes, we will have to look at each property and family as a case by case basis to determine if there will be a need to decant tenants from their homes and this will only be done where completely necessary.

Presentation: Phase 2 Awaab's Law – Saheed Ullah

Following the introduction of Awaab's Law in October 2025, the service implemented a strengthened approach to managing damp and mould. This included:

- Meeting stricter response and resolution timescales
- Improving communication and customer care for residents
- Increasing proactive identification through inspections and surveys

This update provides a summary of service activity, performance, and outcomes since implementation.

Demand and Activity

- 2232 repairs raised relating to damp and mould across 1590 properties
- 432 repairs raised following resident KWEST surveys
- 1087 repairs (49%) raised between Nov 2025 – Jan 2026, reflecting increased seasonal demand

The increase in reporting reflects both colder weather impacts and improved awareness and reporting routes for residents.

Questions from panel members:

Q – how do we communicate with residents around how they report issues of damp and mould or how to notice the signs?

A – we want to make sure that this information is easy to access by everyone. We will share key messages in the E-bulletin, through online videos with hints and tips of how to prevent damp and mould, in person training printed version of information. the quarterly magazine. We want to make sure that everything is easy to read and accessible for all. we will be reviewing all of the different types of communications we are sharing such as notice boards and documents. We are trailing some digital monitors in properties for a year to identify issues with humidity, heat and ventilation.

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Q – Will the pest control policy be reviewed to align with the new clauses of Awaab's Law?

A – Yes moving forward we will have to review this in line with Awaab's Law

Action - Peter & Saheed to review the pest control policy in line with Awaab's Law

5. Clean & Green – Jorgen

Recommendations for the Clean and green service pilot scheme are due to go to directors and management team in the next few weeks. Jorgen will return with the confirmed agreed outcomes for the service at a future meeting and will present to the group.

Points identified in the recommendations brief include:

- Clear consistent service across the caretaking team
- Transparent schedule for caretaking duties available to residents in notice boards
- Updates training scheme to make sure staff are properly trained to carry out works and handle cleaning equipment. (BiCS, Housemark cleaning standard, management training)
- Trial new battery powered cleaning aids to support with deep cleaning duties. Investing in better equipment for a better service.
- Removal of fly-tipping via the clean and green team.
- Better communications with residents and staff including opportunities to attend estates inspections and be a resident representative.

We hope the pilot will launch at the beginning of July and we will assess on the outcomes on a week-to-week basis, looking at where elements of the service may need to be adapted.

Action – Jorgen – panel requested once the presentation is shared with directors team and confirmed that Jorgen will attend their bi-monthly catch up meeting to present brief.

6. Presentation: Performance Board – Robyn Riseborough

Highlight report was shared with the group prior to the meeting for viewing. Both reports from April & May 2026.

The reports show which council services are performing well and exceeding expectations, which teams are on target and those who are not performing as well as they should. Each area that is underperforming requires an improvement plan with clear actions, so each team are aware what needs to be done to improve services.

Questions from panel members:

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Q – Can we do some direct scrutiny assessments on specific under performing services to see why this is happening looking at this from a resident's perspective. Perhaps we could look at voids as a focus point.

A – this is something we are happy to do. We are benchmarking internally within our teams where we have improvement plans in place. We are happy to bring these to the panel for your input and review.

Q – Can we see the policy for each service that we review so we can assess what the standards of service should be.

A – Tenants can see the policies and be involved within the process. The improvement plans should include how officers have involved tenants throughout the process.

Q – it stated in the reports that we have just viewed around access issues. Do tenants always get confirmation letters or a call before attendance from an operative or team.

A – it has been identified that the communications approach is disjointed and some contractors will contact via letter some will call before attendance. We need one form of communication to give notice to residents that we are attending. It also makes it challenging when we need to go out the next day to attend emergency appointments and residents may not respond to phone calls or email or may not be able to organise access in time.

7. Presentation: Integrated Housing Improvement Plan – Ryan Farmer

The briefing note explains how the Integrated Housing Improvement Programme will be managed and monitored. It sets out who is responsible for overseeing improvements, including senior leaders, councillors, independent reviewers and tenants. The Housing Service Tenants Panel plays a key role by giving feedback, challenging decisions and helping shape housing improvements.

Moh – this process will take time but there are services and specific issues we can correct quickly. As a panel you are able to ask us for updates on outcomes. We will be recruiting external professional who work as a critical friend panel and support operational improvement. We will also have two tenants involved directly with the panel and a local person from a voluntary group.

7. Working Groups Updates

7.1 Complaints – Roseline:

The groups have:

- Reviewed a Stage 1 complaint to identify recurring themes.
- This allows the group to review where steps need to be taken to prevent recurring complaints.

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- The group will align with performance board that is managed by staff to identify where response or services could be improved.

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 and other accessible formats).
- Benchmarking against other local authorities to identify best practice and where we can improve.
- Produce recommendations report to present to HSTP in a couple of months.

7.3 Health & Safety – Sue:

- Presented the group's report and recommendations to Peter Saeed and the Building Safety Team.
- The report focuses on improving communication with high-rise residents.
- The report and recommendations are currently under review.
- The group is awaiting feedback on the proposals.

7.4 Arch Update – Sue

Association of Retained Council Housing – Update

- Attended the meeting and AGM in London on 15 June.
- Re-elected as Vice Chair and Facilitator of the Tenants Group.
- Agreed the speaker programme for the September conference in Ashfield, including representatives from the Ministry, Regulator, TPAS, and Aiden Dickerdum (Chair of ARCH Executive, Wandsworth Council).
- Received policy updates from Matthew Warburton (ARCH Policy Advisor):
- The National Audit Office is reviewing the quality of social housing, including regulation, funding, tenant outcomes, and planned reforms.
- The Tenants Group will submit evidence to the review.
- The Regulator of Social Housing has issued a call for evidence on improving social housing, with ARCH's response due by 30 September.
- The Social Housing Bill has passed its second reading and is expected to become law by year-end, including reforms to Right to Buy and tenancy protections for domestic abuse victims.
- Discussed the TPAS Conference in July and agreed to present on how tenant panels work together, share learning, and carry out independent scrutiny to improve outcomes for ARCH and member councils.

7.5 Youth Development Mind Project – Lydia Davis

- Care leavers project working with Mind providing a support programme when transitioning from care to independent living.

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- Looking to apply for a funding alongside Mind for a bespoke support service

8. Forward Plan – Peter Doherty

Services areas identified by panel members to apply to the forward plan document to attend future meetings:

- Voids policy review
- Complaints team and stats for areas of improvement

Action – Lydia and Robyn to produce a list of services that could attend future meetings if the panel request them.

9. Any Other Business

None at this time

Date of Next Meeting

- **Next meeting:** Tuesday 18th August, 6pm at the Civic Offices