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Housing Service Residents Panel

Tuesday 5th May 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: Performance Board	Officer request
5	Presentation: Integrated Housing Improvement Plan	Standing item
6	Presentation: Overall Housing Revenue Account Financial Position	Officer request
7	Working Group Updates (5 min each) - Complaints - Health and Safety - Tenancy - Care leavers	Standing item
8	Forward Plan	Standing item
9	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	Unable to Attend
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	Attended
Mitchell Keeling	Coopted Youth Ambassador of the	Attended

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	Housing Service Resident Panel	
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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	Not required to attend	mohammed.ullah@thurrock.gov.uk
Mandom Davies	Head of Financial Business Partnering - Housing	Attended	Mandom.Davies@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, Lola Animashuan

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:

- Email accounts for Panel members will be created in Gmail

Action – CW finalising email addresses for the group

4. Presentation: Performance Board – Robyn Riseborough

Presentation was shared with the group prior to the meeting.

The briefing note outlined the Housing Service Performance Board process, establishing a structured governance framework for monitoring performance across housing services and ensuring accountability for delivery against Key Performance Indicators (KPIs). It explains how the board meets monthly to review a comprehensive performance scorecard, identify underperformance, and implement improvement plans with clearly defined actions, ownership, and timelines. The

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document also sets out escalation routes for persistent issues, formal documentation requirements, and the role of the action log in tracking progress. Additionally, it highlights the integration of tenant oversight through the Housing Service Tenant Panel, ensuring performance management is transparent, subject to scrutiny, and informed by both operational data and tenant feedback.

Questions from panel members:

Q: Will documents from the Housing Improvement Board be sent out prior to our meeting's, so we are able to review these before we attend a panel meeting.

A: It was confirmed that document will be sent before meetings

Q: Can panel review the improvement plans in a separate sub meeting so that there is a key focus on the topic.

Action: Panel to discuss and agree how they would review plans going forward

- **Presentation: Integrated Housing Improvement Programme Governance and Integrated Housing Improvement Plan – Ryan Farmer**

Presentation was shared with the group prior to the meeting.

The briefing note outlines the governance arrangements for the Integrated Housing Improvement Programme, which brings together key actions to improve council housing services and ensure progress is effectively managed, monitored and challenged. It sets out a three-pillar governance structure, executive management, political scrutiny, and independent assurance linking workstream teams, senior leadership, councillors and external bodies to oversee delivery, escalate issues and provide accountability. A central feature is the role of the Housing Service Tenants Panel, which enables tenants to receive updates, provide feedback, challenge decisions, and influence tenant-focused improvements, with clear routes for escalating concerns and feeding into the wider governance system, including the Housing Improvement Board.

MH stated that the Panel would be asked to support the Housing Improvement Board in recruiting an independent Chair from outside the organisation.

5. Presentation: Overall Housing Revenue Account Financial Position Mandom Davies

Presentation was shared with the group prior to the meeting.

This report explains that the council's housing budget (HRA) is currently in a stable position, with a small expected underspend of £0.355m at Quarter 3 mainly due to lower borrowing costs, some staff vacancies, and better rent income than expected. However, there are still financial pressures in key areas like repairs, safety works, and disrepair claims, as well as future risks such as reduced Right to Buy income.

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The purpose of the report is to clearly show tenants how housing money is being spent, why some areas cost more than others, and how financial decisions affect services like repairs, safety, and overall tenant satisfaction.

Questions from panel members:

Q: Will we be completing 100% of the stock condition surveys and will the budget take into consideration the improvements of work that will be identified through this process.

A: Over the next 5 years the stock condition survey will be completed taking into consideration where improvements need to be made and budgets will be set accordingly.

Q: How do we keep track of areas that require the most work and where there are patterns of specific work that need to be completed?

A: This is identified through the stock condition survey and will allow us to produce a program of works for specific improvements across the borough.

Q: What is the lifespan of our kitchens?

A: This can vary depending on the care and condition of the kitchen, on average 20 years.

Action: Saheed to attend the next meeting to provide an update on the stock condition survey.

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.
- The group will align with complaint review 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).
- Aim to secure a “Diamond Easy Read” mark and a “Tenant Approved” stamp.
- 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:

- Completed benchmarking against fire safety system (C1–C4) ratings by other local authority and housing associations.

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- Recommendations report drafted and will be finalised at the next meeting and will be presented to the compliance team leads and HSTP for review.

8. Forward Plan – Peter Doherty / Ryan Farmer

Action CW – Circulate draft forward plan to all panel members.

The group identified key areas of focus for the next year including focus on service areas that require improvement and review of policy and strategy documents that are due for renewal or no longer fit for purpose.

9. Any Other Business

Lyn - Sheltered Housing Road shows were a brilliant success; it was great to get out and meet all of the residents. We are just waiting to see a finalised version of the report and survey outcomes, and these will be shared with the group.

In summary:

- 116 attendees joined us at the road shows
- 10 meetings were carried out in total across the borough
- 53 people completed a survey to state they would like to come to a future forum
- It was identified that most residents wanted an afternoon meeting and face to face meetings.
- 22 people identified that they would need support with transport to get to an off-site location.

Date of Next Meeting

- **Next meeting:** Tuesday 23 June, 6pm at the Civic Offices