



**MINUTES OF THE LONDON RESIDENT PANEL MEETING
HELD ON 12 OCTOBER 2021
VIRTUAL MEETING VIA TEAMS 6:30PM**

PRESENT	FH DL RR SS CJ RT IA BM TB	London Panel Chair & Customer Service committee Member London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member
IN ATTENDANCE	MM JR TK EL RY PF MD KM TH OSB MT	Head of Resident Engagement & Customer Insight Executive Director of Business Performance and Partnerships Executive Director of Governance, Technology & Transformation Service Quality Manager Research & Policy Manager Director of Compliance and M&E Director of Technical Services Gas Servicing Manager Resident Engagement Officer Head of Business Transformation Director of Business Transformation
APOLOGIES	N/A	
NOT PRESENT	TL VL KL	London Panel Member London Panel Member Independent Panel Member
MINUTE TAKER	TH	Resident Engagement Officer

1	Welcome and Apologies <i>For information</i>	Action
1.01	The chair opened the meeting and welcomed all in attendance	
2	Declarations of interest (declarations of interest to have been provided to the Chair) <i>For information</i>	FH

2.01	There were no declarations of interest	
3	Matters arising – Action Log <i>For information</i>	FH
3.01	FH raised the issue of technical difficulties of panel members getting into the meetings- MM to pick this up with chair at next catch-up	FH/MM
3.02	FH advised in his block there is more information on the noticeboards on inspections and visits, but isn't sure if other blocks also have this information	
3.03	MD advised that the inspection policy is up for review and there will be further comms being sent out in accordance	
3.04	EL advised she is currently working with Crystal (RE team) to work towards resident consultations - this will be communicated to all panel members and involved residents to get involved	
3.03	EL to promote and communicate resident consultation opportunities to all involved residents and panel members	EL
4	Annual Rent Review <i>For discussion</i>	RY
4.01	The report was tabled by RY. He advised that it is not a final proposal but is simply asking panel asked for their feedback on the drafts so far	
4.02	FH relayed that this topic was discussed in the pre-meeting- general feeling was that as well as residents feeling financial pressure- Network Homes is also	
4.03	FH expressed concerns for residents who already have financial constraints with regards to rent increases. He stated that the comms that go out to residents need to be a high-quality ad as holistic as possible- including info on benefit /welfare advice and services	
4.04	SS asked if these rent increases will continue	
4.05	RY & JR responded that they currently don't know the state of the next rent settlement is- the current one is set till 2025, unless this changes in the sector	
4.06	FH said that it is important that those residents in employment, but on the breadline are considered in these decisions. And that some people may face the choice of feeding their families, heating their homes or paying their rent which can lead to rent arrears- all residents should be considered in this	
4.07		

4.08	RR brought up the charitable fund and asked what the pit figure are like- and can the fund be accessed by residents who may be struggling with paying rent	
4.09	MM responded with the current figures but clarified that the team try to priorities it for emergencies residents may have if they are really struggling. Each case/request that comes through is considered individually to ensure the find is used as fairly and widely as possible.	
4.10	SS asked when the proposed increase set to come in	
4.11	RY advised it will be April 2022	
4.12	SS stated that the positive thing is that residents will have time to prepare following clear and concise communications from Network Homes	
4.13	BM suggested utilising the resident's portal by adding budgeting advice, cooking on a budget videos/classes as a practical way of helping residents through this	
4.14	FH agreed, with these ideas, and stated that taking a holistic approach and thinking about many of the issues residents will face is important	RY
	RY will create the official paper for the board, and will circulate to the panel	
5	Asset Management <i>For discussion</i>	PF/MD
5.01	The reports were presented by PF and MD	
5.02	FH asked what makes something on the presentation compliance based- and does it depend on whether there is a legal duty attached	
5.03	PF advised that we need to determine our statutory duties as a landlord and work our way to what's best practice. Eg, Gas has been a statutory duty for landlords for many years. Also, electrical testing is seen as best practice, not a statutory duty- but it is expected to change	
5.04	FH queried the cyclical maintenance of properties and the works that may be overdue- and asked what the outcome may be if these works are deferred- will it lead to greater expense	

5.05	MD answered that he tried to set out (in the paper presented to the panel) the immediate challenge. Cyclical decorations are one many things that needs investing in- we will maintain other key components that touch on the sustainability aspect of maintenance, to improve energy efficiency within the properties.	
5.06	MD stated that within the sector, it's no longer sustainable to just looking at cyclical decorations	
5.07	FH asked that the comms strategy for informing residents on cyclical programmes (when works may be undertaken) and is this information available to residents- can they check somewhere when their building will be worked on	
5.08	MD confirmed that there will be a detailed comms strategy for this purpose, and a key line about planned works in the action plan. MD also confirmed that there will be a new head of sustainability & strategic asset management starting soon, and part of their role will be to liaise with residents and the panel on such matters	
5.09	FH asked when the first comes under this structure are likely to go out to residents	
5.10	MD advised that there is further information in the paper shared with panel, but there will be more to follow	
5.11	DL asked about compliance around air pollution and if this is something that Network Homes cover	
5.12	PF advised that in terms of Asset Management's remit, it isn't something we cover. In his experience, it has been in local authorities' area of work	
5.13	JR also commented that the controls in which pollution can be minimised fall with the local government and out of Network Homes' control. This is why the Mayor of London has brought in the ultra-low emissions zone.	
5.14	DL asked if there are measures in place to help mitigate the current apparent effects of air pollution in residents- such as double, or triple glazing	
5.15	MD stated that yes, double glazing we absolutely do. Triple glazing is not out of the question	
5.16	SS stated that when she received an email regarding an appointment for a sprinkler test the email wasn't very clear, so she wasn't aware that she had to make the call to book the appointment. This was made apparent to her when she received a letter stating that she had a duty to give access – so the comms that go out should be crystal clear. And this may increase our compliance	
5.17		PF

	PF advised that he appreciates the feedback on the comms and will investigate the content of the emails that are sent out to residents	
6	Business Transformation <i>For discussion</i>	OSB
6.01	OSB introduced the report and explained the change of name from the channel shift project to the resident choice project, following feedback from the panels at previous meetings	
6.02	OSB introduced colleague from Gate-One as he has been working on the project with the business transformation team	
6.03	David gave an overview on Gate-One's contribution to the project and spoke about the resident focus group and advised the group is open to all panel members	
6.04	OSB introduced the new Director of Business Transformation, MT	
6.05	MT introduced himself and his role to the panel and stated that his aim is to ensure the functionality across all systems to provide a rich experience to residents	
6.06	FH asked what the timeline is for implementation (following presentation to the board). And if there are any significant milestones to aim for going forwards	
6.07	OSB advised that the team will be working on a roadmap over the coming weeks	
6.08	TK offered assurance to the panel that from November's board meetings, we will have a clearer timeline. Following this, the team will provide the panel with a running commentary on what the team are doing, and when.	
6.09	OSB reiterated to the panel that their views and feedback are valuable and that if anyone is interested in getting more involved in the project, to get in touch	
6.10	OSB to share updates and targets with the panel	OSB
7	Network Homes' Transfer List <i>For discussion</i>	RY/EL
7.01	EL and RY tabled the report	
7.02	FH queried what it means to give a Network Homes property to a local authority-does that mean the ownership of the property changes?	
7.03		

7.04	<p>RY confirmed that the property is still owned by Network Homes- but it has been passed over to a local authority for allocated to an individual via the bidding process- as opposed to a current resident being transferred to that property via the transfer list</p>	
7.05	<p>FH stated that this report caused some concern at the panels pre-meeting, with a practical concern form residents that those who have been on a waiting/transfer list for some time may feel that they have been cut off, or dropped</p>	
7.06	<p>FH asked how many residents are on NH's list, where they may hope to have a level on seniority on the list, who will now be told that this list will no longer exist</p>	
7.07	<p>EL advised that an individual's success in being offered anew property isn't based on how long they have been on the list, but based on their need</p>	
7.08	<p>EL advised that a resident will already be on Locata (the local authorities' platform for bidding) so they won't be start completely from scratch- as it is a shared system- so they will be able to bid on properties from a range of different providers</p>	
7.09	<p>EL stated that she will be doing the comms, following the proposal going to the board- as this is yet to be decided upon by them. Should this be approved by the board, EL will start a comms plan with residents on the transfer list, ands general communications with residents</p>	
7.10	<p>JR clarified that the reasoning behind this is not cost saving, but that it is a better way of meeting housing need, as local authorities have an objective measure and a statutory duty to judge who is most in need. Also, because there are a lot of people who are not being best served by the current system</p>	
7.11	<p>BM shared concerns that this would push the problem back not local authorities, when their system is also broken.</p>	
7.12	<p>FH acknowledged that this issue goes a lot further than Network Homes with housing supply, and it's important to focus on NH's abilities</p>	
7.13	<p>FH stated that the comms on this is critical, and that also includes what comms are being given out to those on the list now, in terms of what expectations have been set</p>	

7.14	BM stated that it needs to be dealt with in a highly empathetic and sympathetic manner	EL
7.15	EL agreed and advised that she will engage with residents, local authorities and MPs to ensure it is carried out in a transparent and clear way. The comms will not be rushed; we understand what an emotive subject this is. Any changes won't happen until April 2022	
7.16	FH suggested that we draw up case studies of residents on the current list as examples, and how they will be impacted by this, and what their options are, or become	
	EL to share comms plan with the panel to gain feedback	
8	Network Homes' Performance Report <i>For discussion</i>	SA
	Agenda item not discussed due to time	
9	Gas Safety performance deep dive <i>For discussion</i>	SA
	Agenda item not discussed due to time	
10	Panel Business <i>For discussion</i>	ALL
10.01	MM reminded panel members that there is a training day for all panel members on Saturday 13 November. So far only 1 London panel member has registered to attend-and instead that it is important for panel members to attend	
10.02		

10.03	MM stated that the air-co system in use only take sin fresh air from outside and a room big enough for social distancing will be used- to be Covid-19 secure	
10.04	FH encouraged the panel members to get in touch with himself FH	
10.05	FH stated that panel member would like to have more input into the agenda, which is positive. FH asked the panel members to put their submissions or requests in writing, to wither FH or MM	
10.06	FH stated that there have been previous conversations about Wates attending a panel meeting	
	Meeting closed at 20;45pm	
	MM stated that she will speak to MD about the prospect of Wates attending a panel meeting- will go back to FH with outcome	MM
11	Minutes from the meeting of 13 July 2021 <i>For information – not to be discussed unless so requested</i>	
11.01		
12	Resident engagement update <i>For information not to be discussed unless so requested</i>	
13	Continuous Improvement Panel Update <i>For information – not to be discussed unless so requested</i>	
14	Rechargeable light bulb project <i>For information – not to be discussed unless so requested</i>	

15	Building Safety <i>For information – not to be discussed unless so requested</i>	
16	Housing sector hot topics <i>For information – not to be discussed unless so requested</i>	
17	Draft dates for 2022 <i>For information – not to be discussed unless so requested</i>	

The next meeting has been scheduled for TBC January 2022

Chair

Date.....