

# Resident Panel for Improvements

Tuesday 17<sup>th</sup> March 2026

## Minutes of Meeting

Attendance:

|                |                                                    |
|----------------|----------------------------------------------------|
| Diane Nicholls | (DN) Resident Member                               |
| Sam Goodbourne | (SG) Resident Member                               |
| Angie Burrows  | (AB) Resident Member                               |
| Bob Ayriss     | (BA) Resident Member                               |
| Mike McKenzie  | (MM) Resident Member                               |
| Carol Cooper   | (CC) Executive and Governance Manager              |
| Sam Elliott    | (SE) Inspection and Continuous Improvement Manager |
| Daniel Lyons   | (DL) Director – Finance and Corporate Services     |

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| 1 | <b><u>Welcome and introductions</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |        |
|   | Sam Elliott opened the meeting and welcomed all attendees.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |
| 2 | <b><u>Apologies for absence</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |        |
|   | Jon Morfitt and Terry Coker sent apologies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |        |
| 3 | <b><u>Minutes of last meeting</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |        |
|   | The minutes from the previous meeting were agreed as a true and accurate record.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |        |
| 4 | <b><u>Matters arising</u></b><br><br>Action: how the corporate policies and service standards and additional resident friendly documents are produced to increase accessibility to residents.<br><br>Action complete: SE has raised this with the Directors, and they agreed that policies provide a corporate function, however resident friendly information pertaining to the policies will be available within the service standards. The group was in agreement.<br><br>Action: DMC Policy update.<br><br>Action complete: SE thanked SG for her feedback and amendments for the DMC policy. This has been updated. |        |

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|  | <p>Action: emergency repairs should be attended within two hours and advised that a reminder will be issued to Axis to reinforce this requirement.</p> <p>Action: emergency repairs should be attended within two hours and advised that a reminder will be issued to Axis to reinforce this requirement.</p> <p>Action complete: PD has confirmed that Axis have been advised of this requirement and reminded of their responsibilities.</p> <p>Action: PD to update responsibility table to reflect all requested amendments made by group and to clarify where it is appropriate for residents to bleed radiators themselves and when to contact SEH.</p> |  |
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|   | <p>Action complete: The updated responsibility table has been distributed prior to meeting, SE confirmed agreement of SEH responsibility to bleed radiators where a home has a combination boiler to prevent pressure issues. The RPI members discussed the clarity of the responsibility table, in particular the fixtures and fittings in wet rooms. SE assured the RPI members that the Communications team will be sense checking the responsibility table and this will also go to the Editorial Board for review.</p> <p>Action: Contractors should not be contacting residents for the purposes of parking.</p> <p>Action complete: PD has contacted Axis and reminded them that contractors should not contact residents for these purposes.</p> <p>Action: SE and PD to update documents and SE to send to group providing 2 weeks for further comments.</p> <p>Action complete: Documents were provided, agreed in principle with slight amendment to further clarify inspection process.</p> <p>Action: SE confirmed that amendments to Health and Safety Service Standards are ongoing and will be shared</p> <p>Asbestos risks were discussed in properties and communal areas. DL advised for members to contact SEH if there are asbestos concerns. SE advised residents to use the complaints process where not satisfied with service so we can monitor and resolve issues in an effective and safe way.</p> |  |
| 5 | <p><b><u>Data systems</u></b></p> <p>SE invited DL to explain the data systems approach.</p> <p>DL gave a presentation about fixing and improving the residents digital experience and our data quality. The objective is that we have a service that is user friendly, accurate, records vulnerabilities, is one version of the truth and that it has 24/7 functionality. DL assured the RPI Members that those residents who won't be able to use the online system can still telephone through the usual channels.</p> <p>Data Logic software will be installed over an eighteen-month project. It will be able to check the online information across our systems and identify anomalies to reduce input errors. It's easier to fix an automated error than a human one. There will be a team created who will be responsible for the data integrity.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |

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|   | <p>A question was asked about personal identifiers. DL confirmed that we will have unique identifier codes for all SEH functions on the CRM system.</p> <p>We will co-produce with our resident engagement groups the functionality of the new digital portal on the website. Allowing residents to update their own personal information, check dashboards on app and receive SMS texts.</p> <p>A question was asked about domestic abuse affecting men. SE explained that the Domestic Abuse policy does include men. We are in the process of obtaining a DAHA (Domestic Abuse Health Alliance) accreditation which focuses on violence against women and girls. SE offered to talk to the group about this at a future Meeting</p>                                                                                                                                                                                                                                                                                                                                              |    |
| 6 | <p><b><u>Policies and strategies for website</u></b></p> <p>There are currently eight policies shared on our website. SE asked the RPI members what policies should be replaced by accessible service standards. There was a short discussion about attracting Resident Board members.</p> <p>RPI Members felt that all policies should be included on a website page in addition to the existing docs. This provides residents who are interested within reading more detail with the opportunity to do so. Policies/docs to be included:</p> <ul style="list-style-type: none"> <li>• Unacceptable behaviour</li> <li>• Domestic and CCTV</li> <li>• Gas safety</li> <li>• Electrical safety</li> <li>• Safeguarding policies – Adult and Child</li> <li>• Fire safety</li> <li>• Asbestos</li> <li>• Management of pets</li> <li>• Passenger lift</li> <li>• Tenancy</li> <li>• Commitment to Vulnerable residents</li> <li>• Access policy</li> </ul> <p>Improvements to the website will give residents access to an artificial intelligent search function in the future.</p> |    |
| 7 | <p><b><u>Top 10 performance reporting for notice boards</u></b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |
|   | <p>SE advised the RPI Members that we will be putting the top 10 service standard performance reporting onto block notice boards. We have so many performance categories we would not be able to report them all. The RPI members were asked for their feedback on which ones we should report on the notice boards.</p> <p>SE to send MM the list of Key Performance Indicators after the meeting via email to improve accessibility.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | SE |
| 8 | <p><b><u>Focus for next meeting</u></b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    |

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|   | <p>Next meeting:</p> <ul style="list-style-type: none"> <li>Adaptation service standards. SE to arrange</li> </ul> <p>Future meetings:</p> <ul style="list-style-type: none"> <li>Follow-up update on new data systems - DL</li> <li>Repairs Service Improvement Plan update</li> <li>Repair customer journey mapping update</li> <li>Contractor behaviour service standard</li> </ul> | SE |
| 9 | <p><b><u>Date of next meeting</u></b></p> <p><b>22<sup>nd</sup> July 26 10am room 5 Civic Centre</b></p>                                                                                                                                                                                                                                                                               |    |

### **Key Outcomes from Meeting (to be completed in meeting)**

Repairs and Maintenance Policy agreed.

Agreed policies to be provided on the website.

Feedback on reporting key performance indicators on notice boards received.

Bleeding of radiators now SEH responsibility where a home has a combination boiler to prevent water pressure issues