



Notes of Resident Engagement Panel on Thursday 4th March 2021 at 7pm – 8.00pm

1. Present:

Residents: Carla Gomes (Chair), Glen Murphy, Lynn Gunter, Mandy Jenkins

RHP: Tracey Elliott, Simon Cavanagh, Brett

TPAS: Jane Eyles (Customer Advisor)

Apologies: Rumbi Kamwaza, Marco Malpelli

2. Update on project – Simon Cavanagh

- Simon introduced Brett Wild who had joined the project team following a year at RHP in Customer service. Brett had recently been managing the customer survey in Ham Close.
- The 3 developers met with RHP to negotiate and improve on their final offers – they will be notified of the successful award on Friday 12th March followed by a legal 2 week cooling off period. Customers will be the first to hear the successful appointee by hand delivered Customer Newsletter on Thursday 1st April. This will be the case as long as all of the timescales continue to be met.
- Concept images of the design (not the final design just the outline concept which customers will be able to input into) will be shared within the newsletter
- Councillors will be informed and there will be a press release after Easter
- The Chair made the following comments:
 - Concerns about what would happen to the youth during the development
 - Customers were expressing doubts because of the dearth of information and Covid permitting we should start to market and publicise the project – all agreed. It was agreed in the meantime that REP members would point them in the direction of the website and newsletters and the FAQs. Tracey would develop a refresher pack.
 - Translations are needed for some residents – Brett is collating that information through the survey

3. REP

Jane explained she had been appointed as the Independent Customer Advisor for this next phase and she was looking forward to working with REP. It was agreed to

- Email the Terms of Reference for signing and returning from REP members



- JE to distribute code of conduct and discuss Charing guidelines with the Chair and Vice Chair
- Jane would be organising REP meetings and RHP would be invited
- Jane would put together a draft agenda that would include the draft Engagement strategy which everybody had been emailed and we would start to put together an action plan
- It was important to get more members for REP and to ensure Leaseholders and Tenants are represented. REP would agree the framework for leaseholders and tenants within which customers would be consulted on an individual basis. Where detailed tenant or leaseholder work was required – it would all be reported back to Rep as a whole. This would include the customer offer, compensation, like for like offer
- Jane would draw up some leaflets advertising the next meeting on 8th April and REP members agreed to help deliver them

4. Next Meeting Thursday 8th March 6pm – 7.30pm

Meeting closed at 8.10pm