

INDEPENDENT EAST RESIDENTS VOICE PANEL SCRUTINY MEETING

Wednesday 18 April 2026 10am
Microsoft Teams

Present	Samantha Goodwin Alicia Mortlock (AM) (joined at 10:40am) Helen Sidell (HS) Abigail Cassie (AC) Maggi Miller (MM) Lindsay Jolly (LJ) Pam Curran (PC)	Facilitator, TPas Resident, Havebury Homes Resident Broadland Housing Resident, Freebridge Community Housing Resident, Orwell Housing Resident, Saffron Housing Resident, Orwell Housing
Apologies	Anne Manning Wendy Bearton	Resident, Freebridge Community Housing Resident, Freebridge Community Housing
Minutes	Lilian Clarke	Executive PA, Havebury Homes

MINUTES

		Action
1	Apologies and welcome	
1.1	Apologies were noted as above.	
2	Previous Minutes – 15 April 2026	
2.1	The Minutes were agreed as a true reflection of the meeting.	
3	Actions from the last meeting	
3.1	Outstanding Actions: SG will ask Andrew Smith of Havebury to see what the CEO response was to the IE report. <i>SG reported that Andrew's responses was that the reports are still doing the rounds and are still making their way around governance structures.</i> SG to ask Andrew Smith of Havebury to see if there is an option for IERVP members to attend the July TPAS conference and for IE to pay for this. <i>SG reported that unfortunately the answer is no because they do not actually exist as an entity, it's just a partnership.</i> SG to ask Paula Strachan at Broadland to see what the progress is for the IERVP website. <i>SG reported that Paula prepared wording for this, comments were received which SG forwarded these comments back to Paula to incorporate into the final document. Paula should have uploaded the document onto the website.</i> AC/LJ to complete bios. <i>These bios have been completed and forwarded on and should be on the webpage.</i>	

4	Review of the additional information provided	
4.1	SG shared her screen to present the additional information received from the housing associations. IERVP discussed each answer from each association. Conclusion was that draft recommendations were agreed: • Transactional surveys – these should be available in all formats AND anyone with a score of 5 or below should be contacted regarding dis-satisfaction. • Works agreed – to be agreed with the resident prior to the operative turning up. • Signing off repairs - resident is asked to sign off when the job has been completed, not the operative. • Van stock - All organisations should improve their van stock profiles, by making sure that their operatives have a high percentage of frequently used materials on their van. This will minimise down time and maximise the number of repairs that can be completed in a day therefore reducing the number of jobs rescheduled • Secret Shopper exercise/resident journey mapping exercise – all Associations undertake this exercise with residents.	
5	Is there any further information required	
5.1	LJ asked whether we could introduce a tracking system for incomplete jobs, to ensure outstanding actions are monitored and not inadvertently lost.	
6	Agree draft Findings and Recommendations	
6.1	SG agreed to compile the recommendations into a table and circulate to the group before they are sent to the Associations. ACTION: SG to put the recommendations into a table	SG
7	Agree who will draft the report	
7.1	Both HS and AM agreed they will work together to draft and compile the report.	
8	Agree Next Topic for Scrutiny	
8.1	It was agreed to re-visit the TSM results (Tenant Satisfaction Measures) and SG will ask Andrew Smith (CEO Havebury Homes) to attend our next meeting. ACTION: SG to ask Andrew to attending the June meeting.	SG
9	AOB	
9.1	Norfolk & Suffolk Housing Partnership SG referred to the NSHP (Norfolk Suffolk Housing Partnership) “Save the Date” from Louise Hillier. They are looking for IERVP to present a workshop in the form of a presentation. SG confirmed she will be on leave during this time. Alicia, Helen, Lindsay, Maggie confirmed they are available on this date to attend. IERVP agreed that they could use the presentation that was presented at the TPAS conference last year subject to it being updated and refined.	

9.2	<u>Gutters</u> AM confirmed she had spoken to Scott Bridge from Havebury (Assistant Director of Asset Management) around the cleaning of gutters who confirmed that a report is being prepared. However, this is not considered a significant issue except for properties located near or surrounded by trees. AM spoke around the costings for this and was hopeful these would be within the report. HS added that Broadland have now secured budget, equipment and a team to actively begin clearing gutters.	
9.2.1	Update on progress on recommendations made in the damp and mould review is required.	
9.3	<u>Recordings of Interview</u> HS confirmed she has completed her recorded interview with Paula.	
9.4	<u>Facebook Page</u> AM confirmed she had spoken with Hayley Lambert (Head of Comms at Havebury) who said they are still working on this. AM would like a clearer understanding of what can be posted there.	
10	Date of Next Meeting: 10 June 2026, 10am	
11	Meeting Closed: 11:20am	