

INDEPENDENT EAST RESIDENTS VOICE PANEL SCRUTINY MEETING

Wednesday 18 April 2026 10am

Microsoft Teams

Present	Samantha Goodwin Alicia Mortlock (AM) Helen Sidell (HS) Abigail Cassie (AC) Maggi Miller (MM) Pam Curran (PC) Lindsay Jolly (LJ)	Facilitator, TPas Resident, Havebury Homes Resident Broadland Housing Resident, Freebridge Community Housing Resident, Orwell Housing Resident, Orwell Housing Resident, Saffron 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 and introductions were made.	
2	Previous Minutes – 18 March 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. 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. SG to ask Paula Strachan at Broadland to see what the progress is for the IERVP website. AC/LJ to complete bios	
4	The Additional Information Requested	
4.1	SG shared her screen to present the detailed information received from the housing associations. IERVP members sought clarification on several points and SG confirmed that she confirmed she would follow up with the associations and report back with the responses at the next meeting.	

4.2	Broadland Housing • Further information/clarification is sought on the transactional surveys, what do they do for the tenants who do not have internet access. • Definition is sought on “what is clarified as a close of the job” • Further information required on all 5 landlords talk about looking at efficiencies, but does this include from a tenant focus. • Further information required on repairs complaints themes • Clarification required on why repairs appointments are being cancelled, a rescheduling date needs to be agreed.	
4.3	Freebridge Community Housing • Question 5 was not answered, this relates to looking at efficiencies, but does this include from a tenant focus. • What percentage of dis-satisfied tenants are contacted. • What do they mean by post completion • Are transactional surveys only sent via text message • Do Freebridge expect all repairs to be fixed first time • More than one visit required, will this be explained to tenants	
4.4	Havebury Homes • Transactional surveys are carried out by Resident Voice Team, how does this happen • Do they follow up from first visit (repair being resolved) • Looking at efficiencies, does this include from a tenant focus.	
4.5	Orwell Housing • Ask for flow chart • Ask for their definition of negative feedback • Explore more of the internal processes, discourage dismissive language – need to know more about training for all staff	
4.6	Saffron Housing • Need to ask who is their new supplier (company or software) • Transactional survey questions seem labour intensive • Ask about completion numbers	
4.6.1	In response to the Saffron questions, LJ reported that Saffron are currently undergoing changes and she added that she is assisting in establishing tenant champion roles and will serve as a the tenant champion for complaints.	
5	Next Steps	
5.1	IERVP members agreed to prepare initial recommendations and these will be agreed at the next meeting.	

6	AOB	
6.1	AM shared her screen to introduce Facebook page that she and Hayley (Head of Comms at Havebury Homes) set up yesterday.	
7	Date of Next Meeting: 13 May 2025, 10am	
8	Meeting Closed: 11:40am	

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