

INDEPENDENT EAST RESIDENTS VOICE PANEL SCRUTINY MEETING

Wednesday 11 February 2026, 10am

Microsoft Teams

Present	Samantha Goodwin	Facilitator, TPas
	Marc Lawrence	Resident, Broadland Housing
	Alicia Mortlock	Resident, Havebury Homes
	Helen Sidell	Resident Broadland Housing
	Abigail Cassie	Resident, Freebridge
	Rebeca LeCaille	Saffron Housing, Tenant & Communities Lead
	Lauren Cleveland	Saffron Housing, Scheduling Team Leader
	Michelle Lunt	Orwell Housing, Customer Experience Manager
	Claire Townley	Orwell Housing, Customer Engagement Officer
	Mike Penman	Orwell Housing, Head of Property
	Maggie Miller	Orwell Housing, Resident
Apologies	Alice Moore	Havebury Homes, Assistant Director
	Joe Williamsons	Customer Housing Services
		Havebury Homes, Head of Repairs
	Steve Manning	Freebridge, Repairs & Business Development Manager
	Paula Strachan	Broadland Housing, Communications &
		Resident Engagement Manager
	Dale Wordley	Broadland Housing, Assistant Maintenance Director
	Anne Manning	Resident Orwell Housing
	Pam Curran	Resident, Orwell Housing
	Wendy Bearton	Resident, Freebridge Community Housing
Minutes	Lilian Clarke	Havebury Homes, Executive PA

MINUTES

		Action
1	Apologies The meeting is primarily to hear from each organisation about their repairs appointment process, how the scheduling is done and what happens if an appointment must be cancelled. Everyone introduced themselves.	
2	Presentation from Saffron Housing – Lauren Cleveland	

2.1	Lauren Cleveland presented and shared her screen to discuss the repairs journey on behalf of Saffron Housing.	
2.2	Following Lauren's presentation, Alicia asked how the new timelines under Awaab's Law are affecting your ability to carry out repairs more generally. Lauren said they have a dedicated new team called Healthy Homes that manages all damp and mould works.	
3	Presentation from Orwell Housing – Mike Penman	
3.1	Mike Penman presented and shared his screen to discuss the repairs journey on behalf of Orwell Housing.	
3.2	Following Mike's presentation, Alicia said she appreciated the honesty. We have identified this as an issue nationally, and the response to repairs is generally falling off. We are worried that this is a result of MHCLG/Regulator not understanding the individual issues that HAS might have. Unless we address this, matters are only going to get worse.	
3.3	Helen said the level of knowledge and communication is clearly geared towards internal use and she was interested in how accessible this information is for residents. She also asked that once a repair has been reported or booked, how interactive is the system for tenants to follow the progress of their repair. Mike responded by saying the key issue is the communication between a repair being raised and the final delivery. Wherever possible, they ensure that residents are never left without an appointment. They have changed the way we handle calls so the focus is no longer on getting through them quickly, instead the emphasis is on an end-to-end approach. Priority is to make sure residents receive all the information and support they need before the calls ends.	
3.4	Mike confirmed that the portal is currently focussed on raising repair orders for residents and that is development will increasingly focus on information abouts works in progress and fire safety.	
3.5	Alicia said upon reviewing the TSMs across the group, one of the biggest issues we have identified is the lack of correlation between organisations completing repairs quickly and first time, and how residents perceive the service. This suggests a significant gap between performance and perception.	
3.5	Rebecca said we are currently working on improving our portal, initially we are working on making the portal more user friendly - long term aspiration is for tenants to be able to book, monitor and manage repairs.	
4	Presentation from Havebury Homes – Joe Williamson	
4.1	Joe presented and shared his screen on the repairs appointments process on behalf of Havebury Homes.	
4.2	Following Joe's presentation, Marc made the following reference on TEAMS	

4.3	its good to see that damp and mould is being taken more seriously now but why have to wait until its regulated if it was done sooner then we wouldn't need to tighten our resources and budgets to accommodate all this. And surely we would have a better repair service if things were taken more seriously.	
4.4	Alicia said one of the issues is that tenants and residents assume that all damp and mould is emergency.	
4.5	Helen asked regarding the Havebury App, how long has it been in place, was it developed in-house or purchased and how many residents are currently using and interacting with it. Joe confirmed the App was developed in-house by our IT team and has been in place since before 2023. Alice added that 53% of residents are currently signed up to it.	
4.6	Abigail asked around what level of transparency does the App provide for residents, can they log in and log out and view the history of repairs. Joe believed there is not a full tracking system on the App. Currently it allows for repairs to be booked and appointments to be cancelled but does not provide a full repair history or detailed progress updates. He will check with the IT team and confirm.	
	Alicia confirmed that the App does confirm when a job has been closed and provides useful information.	
5	Presentation from Broadland Housing – Dale Wordley	
5.1	Dave presented and shared his screen to discuss the repairs journey on behalf of Broadland Housing.	
5.2	Following Dave's presentation, Abigail asked how much involvement a resident has at the stage of an Operative signing a job off as complete. Dave confirmed that residents are not involved in the completion stage when a job is signed off as the Operative would decide and do this themselves. However, Dave commented that resident satisfaction surveys are sent after completed repairs and the Repairs Manager and team call a sample of ten completed jobs each month to gather feedback and confirm completion. As part of the new structure, post inspections will also be increased to ensure the system is being used correctly and that the expected standards are being met.	
5.3	Abigail asked whether there is transparency between your back-end systems and residents, e.g. can residents see at what stage the repair has reached and whether its progress can be tracked. Dave said the portal is on their digital roadmap and is a priority for future development.	
5.4	Alicia made a comment in how long it will be before some of that information becomes more accessible to residents so they can better understand how repairs are progressing.	

6	Presentation from Freebridge – Steve Manning	
6.1	Alicia asked how the information is being communicated to residents so they understand both the issues that have been identified and the actions being taken. She also asked around the use of “no access” and the flexibility around timelines. Steve said in terms of communication with residents, this is a key recommendation from the Housing Ombudsman’s Repairing Trust report and they have adopted the recommendations are working to implement them.	
6.2	Steve added in terms of the issue of “no Access” a specific repairs and no access procedure is being put in place so that jobs are not automatically closed unless we are certain every reasonable step has been taken.	
7	Sam thanked everyone who presented and asked that they forward their presentations to her.	
7.1	The presenters left the meeting at 12noon.	
8	Initial thoughts from the meeting	
8.1	Abigail said the main frustration across all the housing associations is transparency. It is often described as a priority but in reality it can still be very difficult for residents to access the information they need. There is no clear evidence tracker available.	
8.2	Helen and Alicia agreed.	
8.3	It was agreed that Sam would ask the associations: - about portals and App, are these designed in-house or externally and whether these could be shared with Independent East. - Which category things like guttering and broken sealed window units fall under. - Further details on what is included in repairs categories. Will ask for examples for each category. - Forward the presentations that were shared this morning.	Sam
8.4	Sam asked that thoughts be given about any recommendations they wish to scrutinise moving forward, these can be sent via email to Sam.	
9	Incentives Sam confirmed that most of the associations are reviewing the incentives that they pay. It is being suggested that the incentive is around £25 per meeting.	
10	Date of Next Meeting: 18 March 2026, 10am	
11	Meeting Closed: 12:25pm	