

**Independent East Resident Voice Panel Meeting**  
**13 January 2026, 10am**  
**via TEAMS**

|              |                      |              |                              |
|--------------|----------------------|--------------|------------------------------|
| Present      | Sam Goodwin (SG)     | Facilitator  | TPAS                         |
|              | Marc Larence (ML)    | Resident     | Broadland Housing Group      |
|              | Helen Sidell (HS)    | Resident     | Broadland Housing Group      |
|              | Alicia Mortlock (AM) | Resident     | Havebury Homes               |
|              |                      |              |                              |
| Apologies    | Wendy Bearton        | Resident     | Freebridge Community Housing |
|              | Anne Manning         | Resident     | Freebridge Community Housing |
|              | Pam Curran           | Resident     | Orwell Housing               |
|              |                      |              |                              |
| Minute Taker | Lilian Clarke        | Executive PA | Havebury Homes               |

## MINUTES

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| 1   | <b>Apologies</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>ACTION</b> |
| 1.1 | Apologies were received as above.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |               |
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| 2   | <b>Update</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |               |
| 2.1 | <p><b><u>Independent East Website</u></b></p> <p>SG confirmed that having spoken with the Comms Manager at Broadland Housing who has been told there is something about the IERVP on the Independent East web page. The information involves a few pictures of the residents who attended the TPAS conference in October 2025, a little bit of information about the panel and the panels meeting dates up until April 2026.</p>                                                                                                                                               |               |
| 2.2 | <p><b><u>Remuneration</u></b></p> <p>SG reported she has now heard from the CEO of Havebury Homes who confirmed that remuneration has been agreed by all five housing associations. Each association will pay what they normally pay their involved residents, but SG stated that she wanted to see a consistent amount across all five housing associations. SG added that she had asked for each associations' remunerations policy, the amounts they pay and whether they pay per hour or pay per meeting. Once received, she will look at these and suggest an amount.</p> |               |
| 2.3 | <p><b><u>Repairs Presentation – 11 February</u></b></p> <p>SG confirmed she had sent an email to the housing associations requesting that they prepare a presentation on their repairs service.</p>                                                                                                                                                                                                                                                                                                                                                                            |               |

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| 2.3.1 | With regards to the Damp and Mould recommendations, SG advised that she has drafted an example action plan and will ask each organisation to complete it in relation to the seven recommendations that were made.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |    |
| 2.3.2 | SG shared her screen and talked through the draft action plan and asked the group members for feedback. The group confirmed the action plan was acceptable and were content with its approach. Deadlines will be applied to the action plans. SG added that she will ask the comms people to attend the start of the meeting in March, specifically to discuss this item.                                                                                                                                                                                                                                                                                                                                                                                                                                                    | SG |
| 2.3.3 | In relation to gutter clearance, HS asked whether information could be sought on the associated costs and whether the dedicated resource for this work is external. SG agreed that she would email the housing associations to request this information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | SG |
| 2.3.4 | AM advised that she has been invited to attend Havebury's Resident Experience Committee meeting in February to give a short talk on her experience of being a panel member and to share her perspective. SG confirmed she will send to AM an action plan for Havebury similar to the one she has produced for Saffron.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | SG |
| 2.3.5 | HS asked whether there may be an opportunity to invite representatives from each housing association's scrutiny group or panel to attend one of the group's meetings. AM added she had already raised this with the Director of Operations at Havebury, as she felt it would be beneficial for them to see the work the group is doing. A shorter version of the presentation that was delivered at the TPAS conference would perhaps be helpful. SG suggested that she set up a meeting with the resident engagement staff, perhaps an ad hoc meeting.                                                                                                                                                                                                                                                                      |    |
|       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |    |
| 3     | <b>Anti-Social Behaviour Review</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |    |
| 3.1   | Following the last meeting, SG asked the IERVP members to confirm that having reviewed the information on ASB, they felt there was little that the five housing associations could have done differently, as all were meeting the required standards. However, they noted that what they needed to better understand was why residents continue to remain dis-satisfied with the ASB policies. SG confirmed she had emailed all the five housing associations asking whether any research has been carried out on this. The response received from one association was that plans are currently underway, interviews with residents will be taking place with a group workshop. Findings will be reported back once these meetings have taken place. It was agreed that we would wait until all responses had been received. |    |
| 3.2   | Multi-agency meetings were discussed and SG commented that it would be helpful to obtain their perspective on why levels of ASB have increased.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |    |
| 3.3   | SG will send an email to each housing associations on this.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | SG |
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| 4 | <b>Dates for Meetings 2026, post April</b><br><br>The following dates were agreed:<br><br>13 May<br>10 June<br>15 July<br>19 August<br>16 September<br>14 October<br>18 November<br>16 December<br><br>All meetings to start at 10am.<br>LC to send out meeting invitations.                                                                                     | LC |
| 5 | <b>TPAS Eastern Regional Members Meeting</b><br>5.1 SG reported that there would be a free TPAS Eastern Regional members events taking place in late April / early May. There may possibly be a second one in September. She added that she will confirm the venue and date for once it had been finalised. The guest speaker will be someone from the Ministry. |    |
| 6 | <b>Preparation for next month's meeting (February)</b><br>6.1 This meeting will primarily focus on repairs presentations, particularly the repairs appointment process. SG will ask what software is used and how repairs are scheduled and will request that this information is included within the presentations.                                             | SG |
| 7 | <b>Date of Next Meeting:</b> 11 February, 10am                                                                                                                                                                                                                                                                                                                   |    |
| 8 | <b>Meeting Closed:</b> 11am                                                                                                                                                                                                                                                                                                                                      |    |