INDEPENDENT EAST RESIDENTS VOICE PANEL
SCRUTINY MEETING
Wednesday 18 March 2026 10am
Microsoft Teams

Present	Samantha Goodwin	Facilitator, TPas
	Alicia Mortlock (AM)	Resident, Havebury Homes
	Helen Sidell (HS)	Resident Broadland Housing
	Abigail Cassie (AC)	Resident, Freebridge Community Housing
	Maggi Miller (MM)	Resident, Orwell Housing
	Kee Allen	Communications, Orwell Housing
	Hayley Lambert (HL)	Communications, Havebury Homes
	Paula Strachan (PC)	Communications, Broadland Housing
Apologies	Lindsay Jolly	Resident, Saffron Housing Trust
	Anne Manning	Resident, Freebridge Community Housing
	Wendy Bearton	Resident, Freebridge Community Housing
	Pam Curran	Resident, Orwell Housing
Minutes	Lilian Clarke	Executive PA, Havebury Homes

MINUTES

		Action
1 1.1	**Apologies and welcome** Apologies were noted as above and introductions were made.	
2 2.	**Previous Minutes – 11 February 2026** The Minutes were agreed as a true reflection of the meeting.	
3	**Feedback on repairs presentation and further information required and next steps**	
3.1	HS noted the presentations were largely focussed on operational and business impacts with little emphasis on placing residents at the centre of decision making.	
3.2	AM noted many of associations are currently focussed on efficiency reviews and are undertaking work to better manage appointment cancellations. However, she expressed concern that residents are not being adequately informed about the reasons behind these cancellations.	
3.3	AC highlighted transparency as a key strength, noting that Freebridge actively promote this in its approach. After every repair an automatic survey is sent via text message but	

	there appears to be no follow-up once the survey has been completed, representing a missed opportunity to close the feedback loop. ***ACTION: SG will*** • ***request copies of the post-repair survey questions issued by each association*** • ***seek clarification on how negative feedback is handled*** • ***who is responsible for receiving and reviewing the survey responses*** • ***how the feedback is subsequently used*** • ***ask Havebury if they would be happy to share their App***	SG
4 4.1 4.2	**Approval of draft reports on damp and mould and ASB scrutiny review** SG confirmed she had met with the CEO of Havebury Homes who advised that the other IE CEOs had requested a report from this group on the damp and mould work undertaken; and ASB reviews. SG asked the group if they are happy for the report, in its current format, to go to the IE CEOs. The group confirmed this was acceptable. The group also agreed to keep the format. ***ACTION: SG to submit the report to the IE CEOs***	SG
5 5.1	**Amendment to meeting dates for July and September 2026** The following dates were agreed : 22 July – 10am 09 September – 10am ***ACTION: LC to circulate meeting invitations to the group***	LC
6 6.1 6.2 6.3	**Prep for meeting with IE Comms group reps at 11am** The group discussed the potential development of a logo for the Independent East Resident Voice Panel; it was agreed one should be created as this would be beneficial. The group also discussed the website as it was felt it had become stagnant. The group discussed bios, AC and MM will each need to prepare a short bio ***ACTION: SG will*** • ***speak to Paula Strachan at Broadland Housing re logo, bios and website*** ***AC left the meeting at this point***	SG
7	**Meeting with Comms group reps** ***HL, PS and KA joined the meeting at 11am***	

7.1	PS provided an update confirming that the website page is now live and the three profiles received for Helen, Alicia and Marc have been uploaded. A dedicated section for IERVP will need to be created, however, access is currently restricted just to Freebridge as it forms part of Freebridge's hosting environment.	
7.2	PS highlighted that profiles are required from the new members of IERVP.	
7.3	***ACTION: HL to send the proforma set of questions to LC so these could be sent to the new members – Maggie, Lindsay and Abigail.***	HL
7.4	HL provided an update and confirmed that an earlier meeting had taken place where it was agreed to kick things off with a launch video. HL and AM will outline the key points discussed at this meeting; this provides an example of how we intend to communicate outcomes going forward. The aim is to produce similar updates after each meeting ensuring visibility and clarity around what is being discussed.	
7.5	PS nominated HS and herself to do the second launch video. HS agreed to this.	
	ACTION: LC to circulate the meeting dates for the remainder of the year to PS	LC
	ACTION: HL to send the video links that she has developed with the residents from the Residents Experience Committee to LC so these can be attached to the Minutes when circulated.	HL
7.5	SG discussed logos, IERVP would like their own. HL confirmed that she was exploring the creation of a broader brand piece, as a one stop shop for the comms leads. It was agreed this would be regional community led, a tag line/mission statement. SG thanked HS for drafting the IERVP report for the CEOs. ***HL, PS and KA left the meeting at 11:30am***	
8	**Date of Next Meeting**: 15 April 2026, 10am	
9	**Meeting Closed**: 11:40am	