

Appendix 5

Medway Council Housing Services Resident Engagement Opportunities

Resident Panel

The panel will continue to meet quarterly and discuss policies, events, and relevant information.

Chair – The chair will lead on the meeting. They will work with the Resident Engagement Officer to create the agenda. They will welcome everyone to the meeting and ensure that the conversation stays on track and relevant to the agenda.

Deputy-chair – The deputy-chair will support the chair with the meeting. They will be involved in agenda setting and will also step in and chair the meeting in the chair's absence.

Scrutiny

All members of the Residents Panel will have the opportunity to take part in scrutiny. This will involve a deep dive into a particular subject area for example adaptations. Members of the panel can request policies to look at and staff to speak to, so they can gain a better understanding of the processes in place and look at whether any improvements can be made.

Repairs and Gas Contract Champion

These meetings are held monthly/bi-monthly with our contractor Mears. The champion would be expected to attend the meetings with our contractors, where their performance is discussed. The champion should provide a voice from a tenant's perspective and help support service improvements. Please note these may change slightly when the new contracts begin on 1st September.

Estate Management Champion

These meetings are held monthly with our contractor Norse. The champion would need to be someone who benefits from the Norse service, such as caretaking of communal areas. The champion would attend meetings and provide the tenants voice whilst Norse's performance is reviewed with the opportunity to discuss improvements.

Communications and Events Champion

This champion would help support the creation of events and activities for engagement. This may be working from the inception of an event, to supporting the organising and attending the event. This would also include giving ideas for useful communications and supporting the quarterly Housing Matters magazine. The champion would also provide a voice for residents helping us ensure we reach as many of our tenants as possible.