



Tenant Experience Panel

Minutes

Date: 24 January 2026

Time: 17.30 – 18.30 pm

Location: Civic Centre, Addlestone

Participants:

Angela Horsey – Business Development and Policy Manager, RBC
Andrea Norman-Walker - Engagement and Inclusion Officer, RBC

1. Terms of Reference (ToR)

The document was circulated prior to the meeting.

Members discussed the ToR and adopted a proposal to introduce a time limit for receiving documents from Housing, in order to avoid confusion or delays.

It was agreed that any information required by the Panel should be submitted to Panel Members at least 3 weeks before the next meeting, ensuring that everyone has sufficient time to review the documents in light of their individual circumstances, including work and other commitments.

The ToR was approved by the Panel.

2. Code of Conduct

The Code of Conduct was discussed and agreed with no amendments. Members who committed to joining the Panel signed the document.

A copy will be provided to all members.

3. Name of the Panel

The Panel discussed the name of their scrutiny panel and decided to change it from Customer Experience Panel to Tenant Experience Panel.

4. Identify possible topics for the first scrutiny

A discussion took place regarding possible topics for the first scrutiny. Angela informed the Panel about the likely topics for the agenda of the next Housing Committee meeting on 4 March.

Other topics, for example as scrutinised by Panels of other social landlords were discussed: day-to-day (responsive) repairs, complaints handling, void (empty property) preparation for re-let and contractors' communication with tenants. It was agreed that scrutiny can have a wide scope, potentially including policies, processes and practice.

There was agreement to review the proposed changes to the Responsive Repairs Policy.

It was agreed that the Council should ask TPAS for support in establishing this first scrutiny exercise.

5. Involving the two tenant groups – the Neighbourhood and Communities Group and the Repairs and Maintenance Group – in supporting preparations for the scrutiny work

This agenda point will be followed up in writing.

Actions agreed:

- Send the approved ToR to all members
- Send copies of the signed Code of Conduct to members
- Change name of the Panel to Tenant Experience Panel
- Contact TPAS for assistance with setting up the first scrutiny.