



Minutes of Resident Liaison Committee Meeting held on Tuesday 14 April 2026 at 5.15pm, in person.

Present:

Carmen McCormack (CMcC) – Member Responsible for Complaints (MRC)

Sonia Kelly (SK)

Tracey McLaughlin (TML)

Sue Missin (SM) – Board member

QUORATE REQUIRED 3

Apologies Barbara Ekin (BE)

In attendance: Angela Aldis (AA), Operations Manager

- 1 **Welcome and Introductions.**
CMcC welcomed everyone to the meeting and introduced Sue to the other members.
- 2 **Apologies**
See above.
- 3 **Code of Conduct and Confidentiality and Minutes of Previous Meeting**
CMcC reminded all about the code of conduct and that anything discussed within the meeting must remain confidential. AA had circulated the revised Terms and Conditions and the revised Code of Conduct.
4. **Sue Missin Board member representative for the Resident Liaison Committee.**
Sue gave a brief introduction of herself and professional career which other members felt was especially useful and welcomed her to the group.
5. **Minutes of last meeting**
Members all agreed with the minutes and made no amendments. CMcC as chair signed off the minutes.
- 6 **Performance Reports - Verbal**
 - 6.1. AA advised members on the key year end performance targets that have been achieved and advised that they would receive a full verbal report at the next meeting. In general AA advised that the key target of arrears had been achieved along with excellent improvement and achievement of repairs performance and AA hoped that as residents they could see a much-improved service and management of contractors. AA also advised that HHA have recently recruited a female plumber to the contractor list. Members extra confidence for more vulnerable residents. **Members were pleased with the initial performance outcomes presented and felt staff had worked hard to achieve targets, they also confirmed that**

they had experienced the improvement in the repairs service delivered to residents.

AA confirmed all properties have an in date LGSR so 100% compliant. In respect of Electrical Certificates, the members were advised that during the year HHA had struggled with access with a particular property.

Members understood the challenges for staff and that a legal outcome was the last course of action but supported the action taken.

AST conversions - AA advised that whilst there has been no change initially to the AST conversions, these would no longer be required from October 2027. AA discussed the introduction of the Renters Rights Act and what the initial impact would be centred around private landlords and PRPs (for profit HA) with market rented lettings. Members were advised of the impact for these but the issue for RP such as HHA would come into effect in October 2027. AA advised that a presentation on the Act had been provided to staff. **Members noted the Renters Rights Act and asked for a rerun of the presentation to the RLC. Action AA provide presentation at the next meeting.**

Complaints – AA advised that in the quarter HHA had received 1 complaint which was regarding damp and mould. AA confirmed the property was actioned, as required, under Awaab's Law and a survey carried out at the property. Members were advised that there was found to be no significant issues in the property. The only area of penetrating damp was found to be under the lounge window due to missing or degraded pointing to the external area. We have recommended continuously running extractor fans in both the kitchen and bathroom as well as a recommendation to have room in roof works carried out. The residents have requested a move but no properties are available, apart from the property next door. They have refused work to the internal area as they claim to be adversely affected by dust which is causing them medical issues. **Members noted the comments and the issues highlighted, Chair offered to go through complaint, on the request from the resident, and make suggestions.**

Write Off – AA advised members that there were no write offs in the quarter. **Members noted.**

7 Customer Satisfaction Action Plan Update

- 7.1 Members were advised all actions completed. AA also advised that the next survey is due to be sent out in July and asked for the members to encourage other residents to complete and return form. **Members noted the dates and agreed to promote the completion of the survey amongst residents.**

8.0 Resident Engagement Events

- 8.1 1.AA advised that on 8 April, following the painting of the window cills on Avenue Grove a litter pick took place. Members advised that the text to some residents arrived after the work was done. AA apologised and

advised when the texts run out, we do not get a warning so some texts were received late.

2.AA advised that in May a Lovely Spaces competition for those people making an effort to make their home outdoor space look good. The winner receives a £50 voucher, Chair of RLC and members are requested to vote for any entries. **Members agreed to do this.**

3.Starbeck Fest on 5 July – HHA will have a stall again at the event and we are showcasing how we are delivering our values in Starbeck – using a game from our Positive Footprints initiative, Helping Hand Fund and support for Harrogate Neighbours warm lunches making us a valuable contributor to the community. **Members noted date**

4.Resident Conference – 7 October 2026 at the Welcome Centre, discussed themes on performance and investments and looking for fun activities to break the ice. **Members noted the date.**

10.0 **AOB**

AA presented a copy of a proposed survey that would go out to residents about the recent activity of the litter pick and the painting programme. Suggested changes or improvements from members would be incorporated into the survey and outcomes at the next meeting.

Members thought that the survey was a good idea and made suggestions which would be taken back to the Neighbourhood Officers who are distributing and compiling the information

11.0 **Dates of Next Meetings**

- 11 August 2026
- 7 October 2026 – Resident Conference
- 10 November 2026
- 2 February 2027
- 6 April 2027