



GOSPORT
Borough Council

**Customer Opinion Panel Minutes
Wednesday 13th May 2015 – Council Chambers**

Gosport Borough Council

Denise Hudson - Resident Involvement Officer
Sam Downing - Resident Involvement Officer
Val Leopold - Senior Housing Officer
Roz Weaver - Housing Officer

Guests:

| | | | |
|----------------|-----------------|----------------|-----------------|
| Mr B Wakefield | Mr R Milligan | Mrs A Milligan | Mrs M Cook |
| Mr B Sherman | Mrs S Greenwood | Mr D Butler | Miss S Bellerby |
| Mr B Batty | Miss R Walker | Mrs V Twyman | Mrs P Grant |
| Mr T Bott | Mrs T Bott | Mr J Mardle | Mrs L Smith |
| Mr B Pullen | Mr G Lidgley | Mrs V Carter | Cllr Mrs Batty |
| Miss J Reed | | | |

Apologies:

| | | | |
|---------------|---------------|----------------|-------------|
| Mrs M Griffin | Miss J Anders | Mrs S Spelzini | Mr K Burns |
| Mrs D Corbett | Mr B Hudson | Mrs J Brown | Mrs Simpson |
| Mrs R Hill | Mrs L Hay | Mrs A Barnes | Mr J Cattle |
| Miss J Rowe | Mr T Withers | | |

| | | Action |
|----|---|---------------|
| 1. | <p>Welcome and Introduction</p> <p>Sam Downing opened the meeting and gave introductions.</p> | |
| 2. | <p>Denise Hudson – Estate Inspection Regime</p> <p>Denise Hudson gave a presentation on the changes to the Estate Inspections. Please see attached presentation.</p> <p>A 'break out' session after the presentation where the following questions were asked:</p> <ul style="list-style-type: none"> • What do you like about the new process? • What do you think can be improved about the process? • What do you think we should be reporting in 'At Your Service'? • What ideas do you have about how we can involve residents? <p>Feedback from these questions is attached.</p> | |

| | | |
|----|---|--|
| 4. | <p>Any other business</p> <p>Denise Hudson-Resident Involvement Update</p> <ul style="list-style-type: none"> • ASB (Anti-Social Behaviour) workshop to talk about what is new in ASB, tenants to share experiences relating to ASB and help Housing improve the service. Workshop to be held Monday 18th May and Denise asked whether anyone present at COP would like to attend. • A new resident involvement leaflet has been created called 'Getting Involved' (Please see enclosed leaflet) • Next edition of At Your Service will be delivered the beginning of July. • Corinne Waterfield, Housing Services Manager will be leaving GBC to join The Hyde Group at the end of June. • Voids/ Empty Properties – Charles Harman will be covering this topic at the next COP which will be on Wednesday 9th September 2015 | |
| | <p>Questions</p> <p>Q) Where are we with the lettings and VOIDS? A) There has been extensive reorganisation within the Lettings team therefore there is still some work to be done. Charles Harman will be in the position to provide an update at the next COP.</p> | |
| 5. | <p>Date of next COP</p> <p style="text-align: center;">Wednesday 9th September 2015</p> | |

Distribution:-

Attendees, HMT, Chairman of Community Board, Housing Spokesmen, Group Leaders, Web Site