

## Tenant & Leaseholder Panel

To: Yaw Boateng (Chair)  
Leslie Parry (Vice-Chair)  
Jill Arboine, Ishia Beckford, Monica Binns, Peter Cooper, Teresa Cox,  
Susan Devonish, James Fraser, James Gitau, Dave Mundy, Grace Osoata,  
David Palmer, Guy Pile-Grey, Sheryl Read, Marilyn Smithies, Sharon  
Swaby, Jamil Tarik and Kim Wakely  
Councillors Adele Benson, Lara Fish, Alisa Flemming, Brigitte Graham,  
Lynne Hale and Chrisni Reshekaron

A meeting of the **Tenant & Leaseholder Panel** will be held on **Tuesday, 10 October 2023** at **6.30 pm** in **Room 1.01 and 1.02 - Bernard Weatherill House, Mint Walk, Croydon CR0 1EA**

Katherine Kerswell  
Chief Executive  
London Borough of Croydon  
Bernard Weatherill House  
8 Mint Walk, Croydon CR0 1EA

Mary Bosah  
mary.bosah@croydon.gov.uk  
www.croydon.gov.uk/meetings  
Monday, 2 October 2023

Please note that this meeting is being held remotely. You can view the webcast both live and after the meeting has completed at <http://webcasting.croydon.gov.uk>

The agenda papers for all Council meetings are available on the Council website [www.croydon.gov.uk/meetings](http://www.croydon.gov.uk/meetings)

If you require any assistance, please contact Mary Bosah as detailed above.

## **AGENDA**

**1. Welcome and Introductions**

**2. Apologies for absence**

To receive any apologies for absence from any members of the Committee

**3. Disclosure of Interest**

Members will be asked to confirm that their Disclosure of Interest Forms are accurate and up-to-date. Any other disclosures that Members may wish to make during the meeting should be made orally. Members are reminded that unless their disclosable pecuniary interest is registered on the register of interests or is the subject of a pending notification to the Monitoring Officer, they are required to disclose relevant disclosable pecuniary interests at the meeting

**4. Minutes of Previous Meeting**

To approve the minutes of the meeting held on Tuesday 18 July 2023 as an accurate record.

**5. Damp & Mould Update**

To include an update on reports in the last quarter from residents; issues identified by inspectors; issues triaged within the standard 8 days; repairs carried out within the standard 8 days; and repairs in each category.

Presented by Jerry Austin, Interim Head of Repairs & Maintenance.

**6. Customer Repairs Call Centre**

To include an update on how many calls received per week.

Presented by Michael Nlewedim, Contact Centre Manager.

\*\* Previously named the HRR Contact Centre Standards; this item has been carried forward from the cancelled meeting on Tuesday 5 September 2023.

**7. Repairs Update**

To include a template of contacts in the Repairs service; an update on My Account regarding repairs reports; the standard for sub-contractors; and what onsite monitoring is in place for sub-contractors while carrying out repairs.

Presented by Jerry Austin, Interim Head of Repairs & Maintenance.

**8. Rent Increase (including Consultation) (Pages 5 - 16)**

Presented by Orlagh Guarnori, Finance Manager and Mary Larbie, Interim Director of Tenancy Services, Housing Resident Engagement and Allocations.

**9. Social Value**

Presented by Gurpal Singh, Interim Social Value Officer.

**10. Update on Housing Strategy**

Presented by Simon James, Change Manager.

**11. Report from resident representatives**

**12. Any Other Business**

To discuss any other business at the discretion of the Chair.

**13. Date of next meeting**

Tuesday 6 February 2024 at 6:30pm in Room 1.01, Bernard Weatherill House, 8 Mint Walk, Croydon CR0 1EA.