**Meeting Minutes for Resident Service Charge Network**

**Date:** Wednesday 16 July 2025

**Time:** 14.00 – 15.00

**Chair of meeting:** Tom Long (TL)

**Housing 21 Representatives:** Tracy Jones (TJ) - supporting; Richard Lawton (RL); Richard Wheeldon (RW)

**Housing 21 Residents:**

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| **Title of agenda item** | **Summary of Discussion** | **Actions agreed, including assignments and deadlines** |
| **1.** | **Introductions** | Tracy J ran through the agenda and previous action points to be addressed in this meeting today  |  |
| **2.** | **Budget Management training and support** | TJ handed over to Richard Lawton who presented around how the budgets are set and what training Richard and the team will be offering to Managers. There is to be more expectation from on site managers this year to be proactively involved in the full budgeting process from start to finish. Richard explained how the budgets were put together on Elucid and the monthly reporting sent to managers to discuss with residents. Richard will be offering further training on this over the coming months to help managers prepare for the service charge end of year meetings and budget meetings with residents. Feedback was positive and it was agreed this will help to further upskill our frontline managers.  | **Action H21** Richard to book manager training sessions into diaries. |
| **3.** | **Podcast / Vlogging**  | * Tom Long gave initial feedback and said it was great that so many people had watched the podcast at his scheme and it felt like people had started to become more interested in the service charges and financials.
* Ian said it was a good podcast and liked that it wasn’t too “professional or corporate” and felt just right for the resident audience.
* Tom suggested it was like “resident lounge” conversations.
* More questions have now been asked on sinking funds which is a good response and means people are listening and taking an interest.
* Tracy fedback that it was now on the new employee media forum “viva Engage” and had also attracted good employee responses.
* Next subjects discussed were:
	+ Court manager charges
	+ Administration costs
 | **Action: H21**Think about producing more podcast with residents, create a podcast – maybe calling it “Residents lounge” and then adding separate sections of interest such as sinking funds. Work with Lucy to set up next sessions. |
| **4.** | **New style rent letters**  | The new style rent letters were discussed, these were looked at late last year but never taken to board / Exec. It was agreed Richard W would send these back out to Ian and Mick Rose for EC and RL residents to have a look and come back with feedback on our 2 proposals.   | **Action** Richard W to send info to residents, gain feedback and collate by 25th June to allow the first draft to go to exec and board early August.  |
| **5.** | **Reviewing the priorities of the group**  | We all agreed that the next meeting, we will prioritise reviewing the priorities and targets set against our current achievements. We have started to make some great progress, and it is good to ensure we are reviewing and renewing our priorities for the next quarter.Tom has some great ideas for resident engagement. Robin said the resident engagement from Housing 21 has been brilliant compared to MH and has been welcomed at St Crispin Village. it was discussed if service charge consultations can include all tenures at the meetings, TJ said yes providing all residents are happy for this to happen.  | **Action H21:** add to agenda for July  |
| **6.** | **Summary and Close** | TL thanked everyone for attending the meeting – said there was very useful discussions as always, Ian and Tom thanked Tracy for picking this up at short notice and getting the group together. Tracy will prepare next invites and ensure actions and agenda items are ready.  |  |