

## Summary of information from Area Panel Feedback Forms

A form was given out to all residents attending the four Area Panel meetings in September. 11 residents returned this form, giving the information set out below.

Of the 11 residents who responded, 10 were tenant representatives and one an observer.

### Q1 How did you get to the Area Panel today?

- Walk 4
- Taxi 3
- Car 3
- Bus 1
- Bike 0

### Q2 What were the most interesting part(s) of the meeting for you? Can you let us know why you found these parts interesting?

- Reading the reports, hearing explanations and people's views. I found the Resident Assessors informative.
- Home Purchase Policy
- I was very happy with meeting
- I found this Area Panel most informative
- ASB
- Resident Inspectors presentation Used well compiled video to demonstrate their work
- AOB
- The "Blue Pages" so much of this applies across the city. The presentation from the Resident Inspectors was brilliant. More of this please.
- Never having been to any before it was good to see how things gelled together but, need to learn more

**Q3 What were the least interesting part(s) of the meeting for you? Can you let us know why you didn't find them interesting?**

- The whole meeting was interesting
- New Tenancy Agreement. Although it threw up some interesting points
- There nothing least interesting for me
- None
- Quarterly performance data. Too complicated and boring for residents
- All interesting and useful
- I find all of the meeting interesting. Although at times one person appears to be monopolising.
- Not knowing what was there but, for a first go not bad. Maybe Tea & Coffee please.

**Q4 Did you feel comfortable with the format and timing of this meeting and being able to take part in discussions? If not, can you let us know why?**

- Comfortable with whole meeting and being able to take part
- Yes x 5 responses
- Yes I was comfortable with the format
- Yes - keeping Area Panels as 4 -helps involvement of many instead of few
- Format & timing very good. Uncomfortable with reps arguing with the chair. Chairs are not magicians and can't solve issues at a meeting.
- Yes -we have a brilliant chair that pulls the meeting to where it should be and ensures that actions are carried through.
- Think it should have been kept to a shorter answer and questions in a couple of places as it went slightly off track but, was on the whole good

**Q5 What would you like to see discussed at Area Panel meetings over the coming year?**

- Be able to discuss changes council wish to make. Resident opinions are important.
- Items from Resident Only meetings
- Same as
- Any matter raised by residents
- Future Housing Development (new properties)
- TDN
- Items that relate to residents and reps. Reports from Tra's and Housing business. Not interested in performance of city council. How area reps are acting and communicating with RIO team
- Change and improvement in housing management - more input from Tenants, Residents and Leaseholders
- More around the groups -Resident Inspectors
- What the groups have achieved. How many projects have been finished well. Longer maybe for more of or a larger range of topics

**Q6 What would you like your Area Panel to achieve over the coming year?**

- To be able to increase our TA's input by having more TA willing to take part.
- More items discussed at HNHC
- Same as
- Action on issues raised
- Happy Residents
- Better response from Housing Management to issues raised by users of Housing Service
- Myself I would like to see how they can help do some groups, or finance some projects. Maybe even get some disused place suitable for the association to use as a base

**Please use this space to give us any other feedback about Area Panel meetings.**

- They are a vital part of Resident Involvement or Community Participation as I prefer to call it.
- Area Panels work - City Conference
- Everyone present had the opportunity to speak
- Very Good
- Include Mears repairs presentation. Discuss other area panel issues and invite other chairs. Communication networks and maybe councillor reports. Successes and achievements not included in Homing -In.
- Need to bring in more participants always same faces at meetings. Not represented as no RA.
- Thank you. I enjoy finding out what is going on in the area that I live in and the work of BHCC. Long may these meetings continue.
- Apart from the occasional Q & A that went off track from one member, it is something that is eye opening and mind blowing. I have lots to learn.

