

Actions from North Area Panel meeting 9th September

Deadline for staff to respond: *{Housing Area Panel Team insert date and time}*

Outstanding actions carried forward

REF + date first raised	Action History and last Update	Who	Response including what is completed & outstanding	Is action Completed/ Outstanding	Date action completed or planned?

Actions from last meeting

REF	Action	Who	Response including what is completed & outstanding	Is Action Completed / Outstanding	Date action completed or planned?
NA1	Martin Reid and Mikila Beck to follow up with Ian Beck regarding boiler repairs operatives allegedly breaking into tenants' homes.	Martin Reid/ Mikila Beck	Kim Giles in customer service has written to Ian explaining the process and reasons for actions taken within it. (24/10/25) Shane Marriott our Gas Contracts & Compliance Manager has also emailed Ian, and is awaiting a response (17/10/25)	Completed	24/10/25
NA2	Martin Reid to follow up with Barney Milner regarding air vents in stairwells at Sylvan Hall providing an entry point for rainwater that leads to slip hazards.	Martin Reid	Our Fire Safety Lead has reviewed this situation and advises that we will explore potential design options to steer the water away from the vent. However, these would also need to be complaint with requirements to ensure that, in the event of a fire, any smoke in the stairwell would not billow and return into the building.	Completed	
NA3	Justine Harris to follow up with Donna James regarding potential literature/posters to be made available to residents regarding misleading and exploitative 'disrepairs' advertisements online.	Mikila Beck	New literature (A5 1page booklet) has been produced, this covers how to request repairs to council homes, sets expectations around priorities and timescales, complaints and a warning about misleading disrepairs solicitors. This is currently (17/10/25) being printed and will be available for area panels.	Completed	

REF	Action	Who	Response including what is completed & outstanding	Is Action Completed / Outstanding	Date action completed <i>or</i> planned?