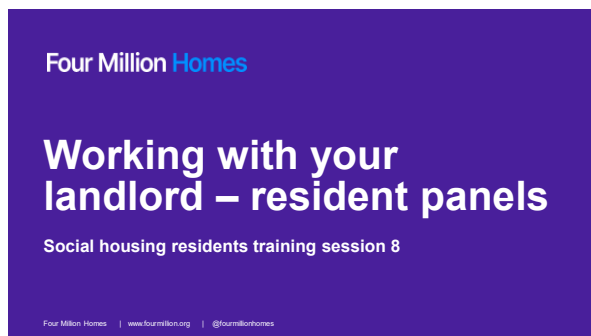




1



2



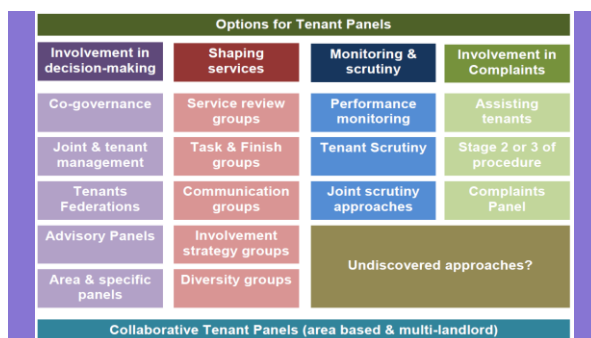
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Feedback & discussion



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Comfort break for 10 minutes

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Who should be on a resident panel and what support should your landlord give?

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Resident panel membership

Resident involvement

- Election or appointment – what makes for valid choices?
- Representation or participation?
- A leader or a voice?
- Enthusiasm and understanding
- Development, independence and challenge

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Resident panel membership

Access To All and Fairness

- Structures and form
- Equality and diversity
- Access for all – variety of approaches
- Code of Conduct – online and in person

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Landlord support

- Independence from landlord governance
- What and how will be monitored?
- What data will be reviewed?
- How will data be presented?
- How should residents gather evidence?
- Which staff members will be involved?
- What budget will be available?
- Dealing with conflicts of interest
- Communication with the governing body
- How does change happen?

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Exercise: How should resident panels be resourced?

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How do we know whether resident panels are improving services?

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Impact assessment

Some key questions about resident oversight:

- Can residents 'hold their landlord' to account?
- Are the arrangements leading to improved services?
- Is involvement leading to improved neighbourhoods?
- Are all residents able to participate?
- What are the costs and benefits?
- Is there evidence of a better deal for residents?
- Has satisfaction increased?
- What about complaints?

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Thank You

For more info on anything you have heard here today, please check your handout, or visit our website and social media channels.

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CCH The Communities
at Coventry
Partnership

PPCR
Partnership
2015-2025

City of Coventry
Coventry City Council

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Evaluation Survey

<https://www.surveymonkey.com/r/FMHtraining2025>

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