

HOUSING STANDARDS BOARD (HSB)

Minutes

2nd February 2026

2.00pm – 3.30pm

PRESENT:

Committee Members

Cllr David Carter (DC) – Chair

Leaseholder Standards Panel:

Annette Hogan (AH)

Frank Feldman (FF)

Tenant & Leaseholder

Representatives:

Property Standards Panel:

Selena Ellis (SE)

Mwiche Silwamba (MS)

Officers:

Zulfi Kiani-Mackintosh (ZKM)

Nathan Kitteridge (NK)

Hayley Gallagher (HG)

Tenancy Standards Panel:

		Action
1.	<u>Welcome & Apologies</u> Attendees: Cllr David Carter (DC), Zulfi Kiani-Mackintosh (ZKM), Nathan Kitteridge (NK), Annette Hogan (AH), Frank Feldman (FF) Selena Ellis (SE), Mwiche Silwamba (MS), Hayley Gallagher (HG) Apologies: Al Parry (AP), Wayne Mitchell (WM), Hugh Hoad (HH)	
2.	<u>Declaration of Interest</u> None	
3.	<u>Minutes of last meeting (01-12-2025) and Matters arising</u>	

	<p>DC confirmed the beacon in Netteswellbury Farm has been installed, will find out cost for next meeting.</p> <p>DC pushing to carry on with clearing programme, near Canons Brook golf club is in a very bad state, have asked for the area to be next on list.</p>	DC
4.	<p>Leaders Plan</p> <p>ZKM provided the panel with an update. To begin with this plan is for noting. ZKM explained both items listed on the Leaders Plan are both on the agenda.</p>	
5.	<p>HSB Workplan 2024/25</p> <p>As part of the Council's Transformation journey and new Missions, Housing Services have instructed Ark Consultancy to carried out a full review of the Tenant and Leaseholder Involvement and Engagement Service.</p> <p>Ark has now carried out Officer Workshops, workshops with Tenants and Leaseholder, received back approx. 570 online surveys from Tenants and Leaseholders with their feedback and perception of what they think of how the Council engages with them.</p> <p>As a result of the Survey, 259 residents replied to the question of wanting to attend a workshop led by Ark Consultancy to provide face to face feedback. Two workshops have been arranged,</p>	

	<p>and invites are to be sent out, a maximum of 30 residents will be allowed to attend each workshop</p> <p>ZKM provided the Panel with a verbal update. BMG have completed stage one of this project which included sending out online questionnaires to just over 5,000 Tenants, 577 replies have been received in total. Stage two of the project has begun, which includes sending out 2,000 questionnaires to Tenants via the post. Will keep the Panel updated.</p> <p>As part of the Landlord Survey, this process to obtain Tenant Satisfaction Measure for 2025/26 has also begun, Once BMG has completed its field work, as per usual they will send Housing Services the results as well as a comparison to previous years. Once this has been received, it will be shared with the Housing Standards Board.</p>	
<p>6.</p>	<p>Finance Reports</p> <p>ZKM apologises that the reports were not sent out beforehand they were not received until Friday before the meeting. Waiting for advice from Government regarding rent.</p> <p>Any questions regarding finance report can be sent to ZKM after meeting.</p>	
<p>7.</p>	<p>Performance Report</p> <p>No Report</p>	

8.	<p>Social Housing Regulatory and Compliance – Update</p> <p>Update received from Al Parry: In relation to the draft compliance policies, he was grateful for comments provided in December by HSB attendees, these have been incorporated/addressed as necessary. In addition, the documents were recently reviewed/ sense checked by an external consultancy and are now due to go before the February cabinet.</p>	
9.	<p>Current Consultations – None</p>	
10.	<p>AOB</p> <p>FF advised that there are places in London that have vans that will take items away from estates for free, could it be something we would have in Harlow? DC advised we have the local recycling centre and council Bulky Waste collection which is reasonably priced.</p> <p>MS suggested a way to encourage more tenants to join meetings would be to make reports simpler as a lot of the information cannot be understood easily unless you have the knowledge.</p> <p>DC asked ZKM if we have anything simpler that tenants could be given, ZKM advised once reviews are complete, they will investigate this and potentially create a leaflet which would explain the “getting involved process” in a user-friendly format.</p>	

	<p>With regards to the reports for the HSB, a lot of them are reports that must be put together in a certain format. However, as Representatives attend meetings, they begin to understand reports better. Also, they can ask questions and training is something that can be arranged.</p>	
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The Date of the Next meeting: 2 March