

## Resident Questions for Housing Area Panel

<b>Department</b>	Environment
<b>Date question raised</b>	28-03-2022
<b>Date of Area Panel</b>	17-03-2022
<b>Area in city</b>	East
<b>Star rating applied by residents</b>	2
<b>Deadline for officer response</b>	22-04-2022, 12pm
<b>Name of officer responding</b>	Justine Harris
<b>Department / team</b>	Tenancy Services

**Title of question:** Attendance of council officers at Area Panel Meetings

### **Issue raised by residents:**

Some issues raised at Area Panel can be explained, understood and resolved far more effectively through dialogue between residents and officers, rather than just a written question and response.

### **Background:**

East Residents specifically requested the presence of Rachel Chasseaud at the last Area Panel to discuss ongoing problems with refuse and recycling collections, but she didn't attend and no explanation was given.

Residents, as representatives at Area Panel, would like requests for officers to attend to be heeded and acted upon.

### **Action requested by residents:**

It was agreed to raise this at Area Panel to ask for:

- A commitment that requests for officer attendance be taken seriously and acted upon.
- An explanation why Rachel Chasseaud didn't attend the December Area Panel

### **Officer Response:**

Thank you for your question.

I can assure you, Area Panels are taken very seriously by officers.

Cityclean and the Council are in constant liaison with regards to waste related issues. Prior to the Area Panel, discussions were had with Cityclean and the Housing Managers and it was agreed that the Housing Managers would respond to any waste related issues at this Area Panel Meeting.

If there are any specific ongoing issues, then please contact, the officer responding, who will be happy to help.

**Officer contact details:**

*Justine Harris, Head of Tenancy Services*  
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**Specific Action:**

*No Specific Action.*

**Timeline:**

**Start date:**

**End date:**