

## Housing for Over 55s Panel (HOP)

Tuesday 7 June 2022 11am–2pm

Venue TBC

### Agenda

11.00-11.05	Welcome from Chris, Chair Apologies
11.05-11.25	Neil Anderson, Housing Services Manager <ul style="list-style-type: none"> <li>• Customer Services structure</li> <li>• Appointments &amp; dealing with the backlog of repairs</li> <li>• New phone system</li> <li>• Repairs scheduling</li> </ul>
11.25-12.00	Questions & answers
12.00-12.15	Wildflower & seed sowing planting
12.15-12.45	Lunch
12.45-1.10	William Hunter Rowe, Procurement Officer Out of hours consultation
1.10-1.25	Questions & answers
1.25–1.40	Actions from previous meeting: <ul style="list-style-type: none"> <li>• Pet consultation at Sheltered schemes as part of ‘you said, we did’</li> <li>• Info about transferring to another property to all Sheltered Housing schemes</li> <li>• Recycling posters for schemes and invite Norfolk CC to HOP</li> <li>• Door to Door articles on transport and community involvement</li> <li>• Over 55s and Sheltered Housing visits</li> <li>• Collate list of Jubilee scheme events</li> <li>• Create security and lighting survey</li> </ul>
1.40-2.00	<b>AOB</b> <ul style="list-style-type: none"> <li>• Additional meeting – July, Environmental. What’s most important? What Broadland are doing?</li> </ul> <p><b>Meetings:</b> Tuesday 6 September and 6 December 2022</p> <p>Topics for discussion at next meetings</p> <ul style="list-style-type: none"> <li>• Property maintenance - Justin O’Connor</li> <li>• Mental Health</li> </ul>
2.00	Close