



Editorial Panel Minutes

Venue: Central, St Helens (Room 001)

Date: 29 April 2026

Time: 11am-1pm

Panel members in attendance

Redacted for sharing

Other attendees

Annmarie Flynn (AF)	Tenant Voice Team Leader
Andy Carberry (AC)	Tenant Voice Team Leader
Jude Knight (JK)	Communications Officer (Tenants)
Kelly Tasker (KT)	Director of Housing (Customer)
Danielle Henry (DH)	Tenant Involvement Officer

Minutes

Agenda Item No	Subject	Action
1.	Welcome All members and staff introduced themselves. AF explained that panel member Michael Bellamy has stepped back from his involvement activities.	
2.	Minutes and Matters Arising RS queried EP26 and asked whether the involved tenant recruitment article had been circulated. DH confirmed that it had been shared with panel members following the last meeting (04.06.26) and agreed to resend it. RS also raised a query regarding an action from agenda item 7 on training, specifically whether KD's presentation skills and AI training had been scheduled. DH advised that KD has stepped back from her involvement activities, and as a result, this has been placed on hold until her return. AF recommended AI training for panel members, following positive feedback from staff who	DH to resend the recruitment article that was in the December 2025 Customer Update.

	have recently completed the training.	
3.	Action Monitoring Log Members agreed the following actions as complete: EP31 – AF has consulted all panels, and all said they were happy with the current governance arrangements with no interest in an independent constitution. EP34 – JK attended this meeting to discuss this year’s Customer Annual Report. EP36 – In relation to EP34, RJ asked if the panel could have hard copies of other housing associations Customer Annual Reports to assess what works well and what does not, using them as a reference guide.	
4.	Customer Annual Report <i>i) Colour Coding of Panels</i> RS suggested using different colours for different panels e.g. green for Editorial Panel and blue for Repairs and Maintenance Panel.	

ii) Tenant vs Resident vs Customer

RS expressed a preference for the term 'resident panels' rather than 'tenant panels.' **AF** clarified that Torus does not generally use the term 'tenant panels,' with the exception of the Tenant Editorial Panel, which was originally requested by **RS**. **JK** explained that the term 'customer' is often preferred, as not all customers are tenants - some are leaseholders or shared owners without a tenancy agreement with Torus. It was agreed that individuals should be able to choose how they wish to be described, as preferences may vary between 'tenant' and 'customer.'

iii) Use of the Word Heart

RS said he liked the use of the word 'heart' calling customers the heart of the organisation. **AM** reminded the panel that they and other involved customers had requested we move away from terms like 'heartlands' and 'putting the customer at the heart of what we do'.

It is also important to note that decisions on this kind of thing

	must be agreed upon by our Executive Management Team as they affect the brand of the whole organisation. iv) <i>Root Causes of Complaints</i> The panel would like the root causes of complaints to be included in the Customer Annual Report. v) <i>Iconography</i> RS said he liked the use of iconography in last year's report and would like this to be included again. RJ highlighted the importance of ensuring that any use of iconography does not oversimplify the report. AF agreed, emphasising the need to strike an appropriate balance. vi) <i>Cartoon Figures</i> RJ mentioned a cartoon figure included in Livv Housings Customer Annual Report pointing up at the narrative which he thought was effective. JK said we will not have the budget to do that this year, but she would like a brief from the Tenant Involvement Team so	AC/DH to work on a brief to be shared with JK to include this in next year's budget.
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	she can incorporate this into next year's budget. vi) Foreword It was agreed that a foreword from all Editorial Panel members would be included. JK agreed to share last year's forward so members can see it. <u>Next Steps:</u> JK will attend the next Tenant Editorial Panel (TEP) meeting on Wednesday 17 June 2026 to present the draft version of the Customer Annual Report. At the following meeting on Wednesday 12 August 2026, Lee, Design Manager from the Communications Team, will attend to present the designed version of the Customer Annual Report.	JK to share forward with AC/DH and DH to share with members. DH to invite JK to the next meeting. DH to invite the Design Manager to the following meeting on 12.08.26
5.	Website Content Review AF sought feedback from panel members regarding the accessibility of the Torus website. With many services now delivered digitally, it is important that the website is easy to use and accessible for all customers.	

	Panel members are invited to review the website, including testing the search function, and provide feedback. In particular, we would like to understand: • How easy it was to find specific pages • How many clicks it took to reach the information This feedback will be shared with the IT team to help improve the search function and overall user experience.	Panel members to review the website/use the search bar function and make a list of feedback.
6.	Housing Perks Discount System KT introduced a new discount scheme available to customers. • Customers can download the app • Register using their tenancy reference number • Purchase discounted vouchers The scheme is primarily accessed through the app. However, for customers who may be less confident using online services, vouchers can be printed after completing the steps above.	

	Discounts range from 1–9% across a variety of retailers, including Asda and Tesco. Panel members are encouraged to use the app and share their feedback. This feedback will be featured on the Torus website to help reassure others that the app is genuine.	KT/JK to share instructions on how to sign up and use the app Panel members to test the Housing Perks Discount App and provide feedback on it
7.	Rent and Service Charge Booklet AF asked panel members whether they would be happy to add '<i>Rent and Service Charge Booklet</i>' to the agenda for the next meeting to discuss this year's booklet.	DH to invite a member of the finance team to the next meeting to discuss the booklet.
8.	Any Other Business AF advised that DH will be going on maternity leave from the beginning of July, and that the team is currently in the process of recruiting a replacement.	
9.	Date and Time of the Next Meeting Wednesday 17th June 11am-1pm. Online.	DH to send out invites and papers.