



**Eden Housing Association
Safe & Quality Homes Panel**

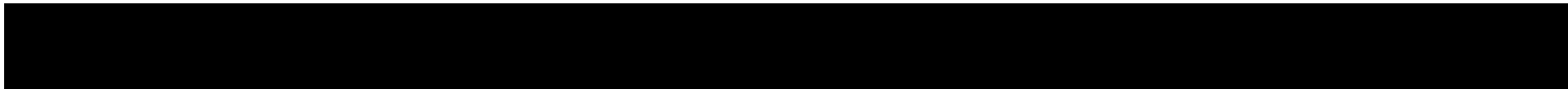
**Meeting notes – 12th August 2025, 5.30pm
via Teams or in person at EHA**

SQHP Attendees	[REDACTED] (6 Tenants)
EHA Attendees	Jenny Webb (Engagement and Insight Officer), Stella Eggleston (Repairs Manager), Jennifer Glassford (Housing Manager)
Apologies	Matt Lyons (Asset Manager), Joanne Crone (Compliance and Facilities Manager), [REDACTED] -

	Item	What happened?	Action/ update/ decision
1.	Welcome/ introductions/ apologies	As two members had not attended the start-up meeting held in June, all attendees shared a brief introduction.	2 damp and mould case resolutions were reported. Query regarding cycle of inspection/ survey visits requiring time off for access – can they be co-ordinated or spread throughout year?
2.	Approval of SQHP Terms of Reference (TOR)	Hard copies of the SHQP TOR which had been shared 08/07 via email were circulated. All members present agreed and signed the TOR.	No concerns raised/ approved. Jenny, or EHA rep to Chair meetings going forward, to be reviewed at a future



		No member expressed an interest in Chairing the panel at this stage. Jenny agreed she (or another EHA rep in absence) will chair the meetings until required by a panel member.	meeting.
3.	Review of data:	<i>Performance information from the previous quarter (April-June) was presented, along with working documents relating to requirements under the Safe and Quality Homes Standard</i>	
	a. KPI & TSM Scorecard	KPI and TSM performance shared under each area. Particular reference to the improved repairs performance over the last 3 months, linking to the number of changes made via the Repairs Taskforce report and EHA's internal review.	0% reported for EPC, data error to be resolved ahead of November meeting.
	b. Repairs, Asset, Compliance and Void budget/ spend	Budget setting process, review and forecasting were summarised to members. Managers provided a summary of each budget area and explained spend/ overspend to date.	No concerns raised/ approved.
	c. Corporate Risk Register	Corporate Risks within EHA's Operations Team (Asset, Housing, Repairs & Compliance) were summarised, including actions taken to mitigate risks, and how risks are categorised. Members noted it was helpful to see how risks are categorised.	Moving forward it was agreed to focus on operational and management risk information relating the chosen area. November's meeting will focus on risks under Stock Quality and Decency.
	d. Consumer Standards Self-Assessment	Review of EHA's self-assessment against the Safe and Quality Homes standard. Some actions require an update as are underway/ complete	Assessment to be updated with latest information ahead of November's meet.
	e. Consumer Standards Action Plan	Review of EHA's Safe and Quality Homes standard action plan. Some actions require an update as are underway/ complete	Assessment to be updated with latest information ahead of November's meet.



4.	Questions and discussion	Members were asked if the information is useful to show performance and measures in place towards the Safe and Quality Home Standard.	Agreed information is useful, to continue to monitor quarterly.
5.	Next steps	SQHP members voted on areas of the Safety and Quality Standard requirements to investigate. The decision was split between Stock Quality and Decency (as a combined review) and Adaptations. It was agreed to focus on Stock Quality and Decency at November's meeting. A focus on Adaptations will follow in early 2026, following an internal review. SQHP will be contacted to feed into the review of EHA's Aids and Adaptations policy in the meantime. Members were encouraged to share their opinion around the usefulness/ clarity of the information shared. SQHP's role is to challenge EHA on approach and performance, and where their experience of our services suggests further work is to be done under each area of the Safety and Quality Standard.	Quarterly performance information to be shared as standard. Information focussing on Stock Quality and Decency to be shared ahead of November meeting, where Matt Lyons, Asset Manager will lead an in-depth review.
6.	Date of next meeting	12 th November 2025, 5.30pm.	Quarterly performance information to be shared as standard, with more in-depth information into EHA's management/ performance under Stock Quality and Decency.
7.	Any other business	3 members reported repairs to officers.	JP, AP and JT repairs to be sent to repairs team for follow up.

