Eden Housing Association
Safe & Quality Homes Panel

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

SQHP Attendees	[redacted] (4 Tenants)
EHA Attendees	Jenny Webb (Engagement and Insight Officer), Matt Lyons (Asset Manager), Joanne Crone (Compliance and Facilities Manager)
Apologies	Stella Eggleston (Repairs Manager), Jennifer Glassford (Housing Manager), [redacted]
Absent members	[redacted]

	Item	What happened?	Action/ update/ decision
1.	Welcome/ introductions/ apologies	All welcomed new attendee and potential member, [redacted] Jenny, Matt and Joanne confirmed their roles at EHA. Jenny explained that J[redacted] had been members of EHA's 'Forgotten Repairs' Taskforce, which has developed into the new SQHP.	Jenny confirmed that [redacted] suggestion regarding inspection/ survey visits being combined or better co-ordinated throughout the year has been passed to relevant managers. Although efforts will be made to better co-ordinate inspection appointments going forward, there are instances from some

[redacted]

			contractors that we are unable to control.
2.	Review of data:	*Performance information from the previous quarter (July-September) was presented, along with working documents relating to requirements under the Safe and Quality Homes Standard*	
	a. KPI & TSM Scorecard	KPI and TSM performance was shared and discussed under each area. All agreed it was positive that the majority of KPIs have approved this quarter, across services.	Matt explained 0% EPC figure each quarter is due to reporting. EPCs are not reported as a percentage complete cumulatively each quarter, however, show 0% until 100% of EPCs are complete. No further concerns raised – approved.
	b. Repairs, Asset, Compliance and Void budget/ spend	Managers provided a summary of each budget area and explained spend/ overspend to date. The budget is presented under broad headings, combining many detailed ‘lines’ within, which budget managers meet to review and manage monthly with the Finance Team. The report provides a ‘flavour’ of overall budget management to deliver safe and quality homes, and further detail can be provided for specific areas if required. Discussion regarding overspend on void budget – mainly due to ‘large’ voids requiring major works, which impacts on void spend and rent loss whilst works are completed. Matt confirmed that ‘large’ voids are usually a result of refused property upgrades throughout a tenancy. Matt explained work to improve stock information is	Members noted EHA’s pro-active approach to improving levels of property condition information. No concerns raised – approved.

		underway via stock condition surveys and the ‘*Hearing Silences*’ project with the Housing Team. The aim of ‘Hearing Silences’ is to contact tenants who EHA hears from infrequently, or homes difficult to access, focussing on those with lengthy tenancies and previously refused upgrades. Officers visit tenants to assess homes so teams can better plan for works during void period, encourage participation in required repairs and upgrades and establish any additional support needs.	
	d. EHA’s Operational Risk Register – *presented by Joanne Crone, Compliance and Facilities Manager*	Joanne provided an overview of the Association’s Operational Risks, and the processes EHA has in place to mitigate each risk.	No concerns raised – approved.
3.	Focus on Stock Quality and Decency	*presented by Matt Lyons, Asset Manager:* • *Who is The Housing Regulator and what are the Consumer Standards for Social Housing?* • *What the standard says about Safe & Quality Homes* • *Stock Quality* • *Decent Homes* • *Consumer Standards Self-Assessment* • *What our strategy says* • *What should we spend our money on?* *(A copy of the presentation slides is attached for reference)*	
	a. Stock Quality and Decency expectations	Matt highlighted the key elements of the Stock Quality and Decency expectations within the Safety and Quality Standard.	No concerns raised – approved.
	b. Consumer Standards Self-Assessment – stock quality	Matt provided an overview of work underway to meet the specific Stock Quality and Decency requirements.	No concerns raised – approved.

	and decency		
	c. Asset and Investment strategy – where should we invest?	Matt summarised the Association’s new 5-year Asset and Investment Strategy, approved by Board in November. Matt outlined the cost and lifespan of components and upgrades, confirming that the Strategy and budgets were developed using tenant feedback received from September’s budget setting priorities consultation. Members noted how much they had learned about EHA’s investment plans from the session, and the access to similar information would benefit all tenants (*Action 2*).	**Action 1:** *It was agreed to share EHA’s Asset and Growth Strategy with SQHP members, and progress updates to be shared with SQHP in addition to EHA’s Board.* **Action 2:** *It was agreed that information relating to investment cost, decent homes replacement guidelines and planned investment be shared with tenants in an ‘easy read’ format; either in Viewpoint as an article, or as a separate document.*
4.	Next steps	As per Action 1, a copy of EHA’s Asset and Investment Strategy will be circulated to members ahead of January’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.	Members to feedback where information and session quality could be improved for interest and usefulness.
6.	Date of next meeting	***29th January 2026, 5.30pm*** (*Q3 October – December*	Quarterly performance information to be shared as standard, with an overview of

		data)	EHA's existing Aids and Adaptations process.
7.	Any other business	No further business was discussed	

[redacted]