



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

**Meeting notes – 29th January 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), Stella Eggleston (Repairs Manager), Jennifer Glassford (Housing Manager)
Apologies	Joanne Crone (Compliance and Facilities Manager), [REDACTED] (2 Tenants)
Absent members	[REDACTED] (2 Tenants)

	Item	What happened?	Action/ update/ decision
1.	Welcome/ introductions/ apologies/ last meeting notes	All were welcomed to the third meeting of the Safe and Quality Homes Panel (SQHP). Jenny confirmed the aim was to continue the panel's investigation of EHA's delivery of the Stock Condition and Decency elements of the Safety and Quality Standard, moving onto looking at EHA's Aids and Adaptations service. There were no queries/ concerns from the minutes, but updates provided in the next column.	Matt confirmed that [REDACTED] suggestion regarding inspection/ surveys being combined or better co-ordinated throughout the year has been actioned by the Asset, Compliance and Repairs teams. They have developed a matrix to co-ordinate necessary planned visits/ inspections where possible to avoid unnecessary disruption to tenants. All

[REDACTED]

			agreed this is a positive outcome of the SQHP which will benefit all tenants going forward. ████ confirmed that his front door has now been replaced, and he is very happy with the result!
2.	Review of Meeting 2: Stock Quality and Decency	<i>Matt Lyons, Asset Manager</i> provided a recap of the previous meeting, summarising the information covered. A copy of EHA's Asset and Investment Strategy was circulated to members ahead of January's meeting. Matt outlined the process for kitchen replacements (as an example) to clarify existing process for contract delivery. Further to █████ suggestion, Matt is working on sharing some further information to tenants around our Asset and Investment plans – including component costs, intended component lifespans and key data around investment plans to homes. Members were asked to consider the information within the Strategy and select any additional information to be shared more widely with tenants. Several suggestions were made, some for the proposed document, and some for future consideration to encourage new tenants, which Jenny noted. Jenny asked for any further ideas for the document be shared directly with her in the next few weeks, ready to be included in a draft for April's meeting. All agreed the information must strike the right balance with tenants,	Action 1: SQHP members were requested to consider any <i>other</i> areas to be included in the public facing document and get in touch with Jenny. Action 2: A draft proposed Asset and Investment summary document will be presented to April's meeting for consideration/ feedback/ approval ████ suggested the existing award of redecoration vouchers may not be suitable for tenants following major works, proposing redecoration by EHA would be best solution for tenants. Agreed to explore issue in future, either by SQHP or a dedicated Taskforce.



		including the 'right' level of relevant information.	
3.	Review of data Q3	<i>Performance information from the previous quarter (October-December) was presented during the meeting to review</i>	
	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 improved this quarter, across most services. Stella noted that results for Q4 (January-March) may reflect the pressure on the repairs service over winter, with slight reduced performance.	KPI information to be shared when available, ahead of future meetings. No 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. <i>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.</i> Stella and Jen explained the reasons behind the increase in void rent loss and void repairs, explaining recent empty properties have required extensive works to allow them to be relet, in addition changes in health and safety regulation can increase works required (i.e. asbestos), past upgrade refusals and the age of stock that EHA manages.	No concerns raised – approved.



	c. Operational Risk Matrix – <i>led by Stella Eggleston, Repairs Manager</i>	Stella gave an overview of EHA’s 2025 Risk statement – previously approved by Board – covering operational risk areas, including the scoring system based upon likelihood and impact. Stella shared the risks which fall under Safe and Quality homes criteria, largely covered by EHA’s compliance team. Stella queried the usefulness of the risk information presented, having previously moved away from ‘Corporate Risks’, which were very broad. Stella confirmed the managers would consider the best way to provide an overview of quarterly risk management ahead of April’s meeting.	Action 3: managers to develop agreed presentation of quarterly risk management information for scrutiny by SQHP ahead of next meeting. No concerns raised – approved.
4.	Begin focus on Aids and Adaptations	<i>presented by Stella Eggleston, Repairs Manager and Jennifer Glassford, Housing Manager</i> Briefly, Stella and Jen explained the need to review EHA’s existing Aids and Adaptations service, the work undertaken internally and presented the existing policy for members’ consideration ahead of the next meeting. The review will be aimed at refining the service, clarifying individual roles within EHA, and to ensure legislative requirements are met; currently, EHA has little control over contractor selection for works. Stella added that EHA needs to consult with other stakeholders like Adult Social Care and Westmorland and Furness Council who manage the Disabled Facilities Grant to aid the review.	
4.	Next steps	Further information to be presented at April’s meeting to aid the review Aids and Adaptations – EHA’s performance against regulatory expectations, and to consider proposed changes to the existing service.	Action 4: [REDACTED] queried whether cupboard height/ access would be considered an adaptation to allow access for those with mobility issues. Jen agreed to consider



		Members were requested to review the draft Aids and Adaptations policy shared during the meeting. Stella and Jen	this and update at next meeting Members to feedback where information and session quality could be improved for interest and usefulness.
6.	Date of next meeting	<i>Thursday 30th April 2026, 5.30pm</i> (Q4 2025/6 January-March data)	Quarterly performance information to be shared as standard, with an overview of EHA's existing Aids and Adaptations process.
7.	Any other business	No further business was discussed	Action 5: ██████ noted an issue with his kitchen floor, JW to share with Repairs team for follow up

