



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

**Meeting notes – 30th April 2025, 5.30pm
via Teams or in person at EHA**

SQHP Attendees	[REDACTED] (3 tenants)
EHA Attendees	Jenny Webb (Engagement and Insight Officer), Stella Eggleston (Repairs Manager), Jennifer Glassford (Housing Manager)
Apologies	[REDACTED], Joanne Crone (Compliance and Facilities Manager), Matt Lyons (Asset Manager) [REDACTED] (3 Tenants)
Absent members	[REDACTED] (1 Tenant)

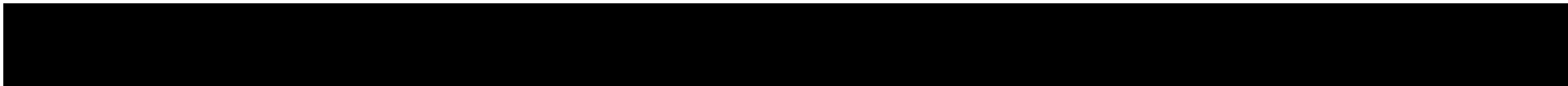
	Item	What happened?	Action/ update/ decision
1.	Welcome/ introductions/ apologies/ last meeting notes	All were welcomed to the fourth meeting of the Safe and Quality Homes Panel (SQHP). Jenny confirmed the aim was to continue the panel's investigation of EHA's Aids and Adaptations service. There were no queries/ concerns from the minutes.	No comments were received for inclusion in the tenant friendly update around asset and investment. Proposed information will be shared with the panel, to initially be included in June's edition of Viewpoint, following members' comment/ approval



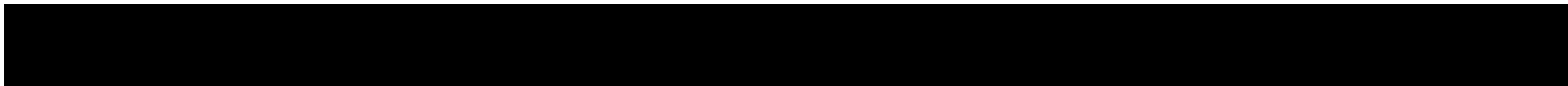
			Action 1: Jenny to share proposed information for members' comment/ feedback ahead of publication in June's Viewpoint – Jenny, SQHP Members
3.	Review of data Q4	<i>Performance information from the previous quarter (January-March) was presented during the meeting to review</i>	
	a. KPI & TSM Scorecard	KPI and TSM performance was shared and discussed under each area. Stella confirmed that, as predicted, satisfaction and repairs performance dipped in the latest quarter's results, reflecting the pressure on the repairs service over winter.	██████ noted he did not receive a satisfaction text following his most recent repair. Stella confirmed that texts are only shared where 'text' is a tenant's preferred method of communication on their tenancy record. Action 2: Stella to investigate whether the new Customer Central system will allow for repairs satisfaction surveys to be shared with all tenants, regardless of their preferred contact method - Stella No concerns raised – approved.
	b. Repairs, Asset, Compliance and Void budget/ spend	Managers provided a summary of each budget area and explained spend/ overspend on the end of year figures for 2025/26 (Q4 2025/6 data). Stella and Jen explained the reasons behind the increase in void rent loss and void repairs, as discussed previously, as well as unexpected costs associated with Gas servicing. Both explained that budgets are based upon forecasts based upon the previous year. Spend	No concerns raised – approved.



	and predicted overspend is monitored quarterly and where possible, budgets adjusted accordingly. Both the Hearing Silences project and Stock Condition Surveys help predict when an empty property could require extensive works before being re-let. ██████ queried whether tenants have access to the outcomes of the Stock Condition Survey for their homes, as it would be useful for tenants when deciding whether to redecorate etc. Stella suggested feedback from reports could at least suggest whether there are plans to replace major components like kitchens, bathrooms etc in the near future. All noted that the Asset budget has been well delivered.	Action 3: Consider tenant access to Stock Condition Survey result key information for tenant future planning – Matt
c. Operational Risk Matrix – <i>led by Stella Eggleston, Repairs Manager</i>	EHA representatives acknowledged challenges to share risk information with the panel, which is meaningful and can be reviewed in line with other quarterly information. Stella introduced EHA's quarterly 'risk management statement', a spreadsheet logging 'operational' risks that come under the Safety and Quality Standard. This will allow members to monitor quarterly changes in risk management, where changes in 'risk appetite' and concerns can be highlighted, and challenged by members. Jen and Stella explained some key risks, e.g. risks associated with large scale voids leading to overspend being a risk to the business plan, and failure to comply	No concerns raised – approved.



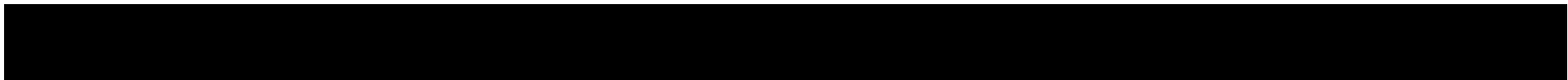
		with Awaab's Law, could lead to illness/ death as well as regulatory action and significant reputational damage.	
4.	Aids and Adaptations review	At the end of the last session, members were provided with a copy of the existing Aids and Adaptations policy in place and requested to feedback with any suggested changes. [REDACTED] shared feedback ahead of the session, whilst a brief discussion took place with present members with their – largely positive – feedback. Jen and Stella confirmed they had been liaising with [REDACTED] from Westmorland and Furness Council, who manages the Disabled Facilities Grant to make sure all changes are relevant, and agreed with their teams. Having reviewed the policy against new regulatory expectations and sector changes, Jen and Stella confirmed their proposed changes as follows: 1) Clearer definitions and thresholds (minor vs major adaptations) • Minor adaptations are typically under £1,000. • Major adaptations are typically £1,000 or more and are linked to grant funding. Minor adaptations are now described as 'smaller works' that do not usually require an Occupational Therapist (OT) assessment.	Members queried how long the £1,000 budget for minor adaptations had been in place, and whether this is still appropriate to cover costs



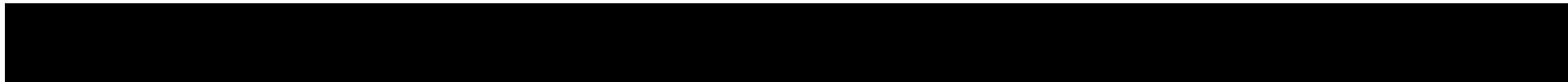
		2) Team responsibilities have been clarified: • Minor adaptations - Repairs and Maintenance • Major adaptations - Asset 3) Examples lists expanded: • Minor adaptations (e.g., grab rails, lever taps, half steps, handrails). • Major adaptations (expanded list includes items such as level access showers, wet rooms, adapted kitchens, stair lifts, widening doors, track hoists, modular ramps, etc.). 4) Timescales added: • Acknowledgement and named contact (within 5 working days) • Decision (within 3 weeks of request) • Completion (up to 12 weeks, depending on extent) 5) Communication and tenant rights strengthened: • Stronger wording on clear communication with tenants and relevant organisations about how the service works. • Customer Right to Review decisions included (tenants can ask in writing for decisions to be reviewed). • Complaints section expanded, referencing the complaints procedure and Housing Ombudsman	
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		process. 6) Funding and local authority references updated • References to a specific council (e.g., “Eden District Council”) are replaced with “Local Authority” wording to make the policy applicable more broadly. • Stronger emphasis that major adaptations should be supported by appropriate grant funding (usually via Disabled Facilities Grant routes). 7) Warranty / servicing and service charges clarified (<i>important tenant impact</i>): • Clarifies what happens after installation for items with warranties (notably lifts). • States that after a 5-year care package ends, service charges may be added to cover ongoing servicing costs. • Wording also clarifies the association’s role in liaising to ensure servicing is completed. 8) Monitoring/review and consultation strengthened • Adds that policy review will be done in consultation with tenants (alongside the normal review cycle). • Updates consultation wording in the EIA section (panel naming updated). Stella suggested the amended policy be shared with SQHP following the meeting, to review and approve/	Action 4: Jenny to share updated Aids and Adaptations policy for members’
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		challenge proposed updates at the next meeting. Members were reminded to consider the specific expectations for Aids and Adaptations under the Safety and Quality Standard: • <i>Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services.</i> • <i>Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is available to tenants where appropriate.</i> Stella proposed that to ensure the information we share is accessible and easily understood, the panel review customer facing documents as part of the Aids and Adaptations review.	comment/ feedback ahead of next meeting – Jenny, SQHP Members
4.	Next steps	Members were asked to consider the following questions ahead of the next meeting: Question 1 – Should EHA contribute a proportion towards component replacement where planned replacements are in budget? For example, where bathroom replacement is planned, should EHA contribute to the cost of an adapted bathroom if required?	Action 5: Members to consider the proposed 2 questions ahead of the next meeting, for discussion at July's meeting – SQHP Members



		Question 2 – when items are no longer under their 5-year warranty, should EHA charge servicing costs to tenants by applying a service charge? <i>(Jen clarified that where we advertise homes with an existing service chargeable adaptation, this would be included in the initial advert. If, however, we were unable to find a tenant who requires the adaptation, it would be removed before the tenant moved in.)</i>	
6.	Date of next meeting	Wednesday 15th July 2026, 5.30pm (Q1 2026/7 April-June data)	Quarterly performance information to be shared as standard, with updated Aids and Adaptations Policy.
7.	Any other business	No further business was discussed	

