

Scrutiny Audit Panel Meeting

10 December 2025

Attendees	[REDACTED] Jenny Webb (EIO, EHA)
Apologies	Heidi Ware (CSM, EHA), [REDACTED]

1. Welcome and Apologies

█████ welcomed everybody to the meeting and encouraged everyone to enjoy the festive spread.

Unfortunately, prospective new member [REDACTED] was unable to join the meeting due to issues with her internet, however sent her apologies and intends to join the meeting in January.

2. Matters arising from last meeting

There were no matters arising from the minutes, which were not covered on the meeting agenda.

3. Tenant Voice Report Q2

A copy of the latest Tenants' Voice report for Board, covering quarter 2 (July-September) was shared with the panel ahead of the meeting.

Jenny talked through the report, which is shared with Board on a quarterly basis, covering all engagement activity from the previous quarter. The report includes information around individual consultations, progress against the Association's Tenant Engagement strategy as well as updates from EHA's established tenant panels.

SAP confirmed it was useful for them to see how engagement is reported to Board, and to have oversight of all engagement activities.

4. SAP Monitoring Document – review of progress

Jenny went through the up to date monitoring document, covering the latest four actions relating to ASB Communication.

Jenny noted that at the last Audit and Risk Panel and Board meetings, a query had been raised about the removal of the 'Forgotten' Repairs taskforce recommendation around communal repairs reporting. The original recommendation was to ensure all tenants affected by a repair to a communal area are notified of the repair, not just the tenant who reports it.

Jenny confirmed that where imperative to the repair, staff will attempt to contact all affected tenants. However, our Repairs Manager has been unable to identify a way of automating updates for affected tenants, with existing systems or possible system updates. Manual input is not feasible due to required resource and potential inconsistent service to tenants. As a result, we are unable to implement this action.

Jenny confirmed that further information from the Repairs Manager has been requested by Board to support the decision to remove the action. Jenny confirmed that this highlight's Board's commitment to EHA's Scrutiny process and the importance of tenant recommendations at all levels. SAP agreed that although the recommendation is not possible, it's positive that Board and Audit and Risk are holding EHA to account around the removal of a recommendation, on behalf of tenants.

5. Risk Management at EHA

Jenny shared a presentation, which had been presented at the last Safe and Quality Homes Panel meeting in November by Joanne Crone, Compliance and Facilities Manager. The presentation covered all operational risks, and how EHA's Compliance team work to mitigate them.

All agreed the presentation was useful to provide oversight of risk management at EHA.

6. SAP – recruitment plan and advert finalisation

Following discussion at the previous meeting around the need for a recruitment drive, Jenny confirmed an article had been included in October's Viewpoint to raise awareness of the panel's work, including each members' quote around why they are part of the panel.

Members were asked to suggest and agree the wording for an individual advert/ invitation, which was agreed as follows:

You're Invited! Join our Scrutiny Audit Panel

What can I expect?

- *Only meet every other month (in person or online)*
- *Get to know our teams and what's going on at EHA*
- *Challenge EHA when things could be better, give your opinion and drive improvements*
- *Joining SAP will help make sure voices of all tenants are heard by staff and Board*

The advert, including a photo of the panel taken during the meeting, will be shared in December's Viewpoint, then to our Tenant Opinion Panel in the new year.

7. 2026/7 Budget Setting

Jenny confirmed that due to the meeting being postponed in November, the Tenant Engagement budget had already been approved by Board.

Jenny confirmed that the existing budget of £9,500 was proposed. Although there has been no increase in the budget, the cost of the Tpas accreditation has now been covered from the previous two year's budgets allowing more money to be spent on engagement incentives, events and training in 2025/26.

8. AOB

Will writing – Malcolm confirmed that he had attended a session with Housing 21 regarding will-writing and preparation, following a recent unexpected bereavement. He suggested that it would be useful to provide information to EHA tenants too, advising to review arrangements every 5 years.

All agreed, and Jenny confirmed that she will include information from Citizens Advice Bureau in a future edition of Viewpoint to raise awareness of support available.

■■■■■ raised 3 issues for follow up regarding a stock condition survey appointment, heating upgrade and issues with trees at Skiddaw View. Jenny has raised each query with the relevant teams for follow up.

9. Date of next meeting

Meetings will be held online/ in person as necessary, on the third Wednesday of every **other** month at 1pm:

- Wednesday 28th January – 1pm