

Scrutiny Audit Panel Meeting

28 January 2026

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

1. Welcome and Apologies

[REDACTED] welcomed everybody to the meeting and welcomed the new participants, [REDACTED], [REDACTED], [REDACTED] and [REDACTED].

2. Minutes, matters arising from last meeting

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

3. SAP review of performance and satisfaction

Tenant Satisfaction Measure results Q3

Heidi introduced EHA's quarterly tenant satisfaction measure report, which had been summarised in a document produced by Accuity, who carry out each survey. On screen, Heidi provided an overview of results and key themes. She noted that usually, we use the report to identify areas of low or falling performance, however results for Q3 have largely been positive, with overall satisfaction increasing over the last 4 quarters. Complaints is the lowest scoring metric, however EHA scores high in comparison across the sector, and performance with complaints had risen steadily from 35% in Q4 23/24 with internal process reviews and work by EHA's complaints Taskforce.

All agreed, increasing satisfaction is a fantastic achievement worth celebrating... however, poses a challenge to select an area for improvement, which we usually glean from the quarterly survey results. A copy of the printed report was shared for all attendees to review.

KPI report Q3

The quarterly performance report was presented to members during the meeting, as well as being shared beforehand. Members noted that performance had improved and targets being met across most measures. Aside from:

- Emergency repairs completed on time – reduction by 0.7% and 0.7% below target

- Slight reduction in recovery of former tenant arrears – recovery ongoing and good performance in general for former tenant arrears
- Increase in properties let
- Average days to relet properties reduced but still below target – work ongoing, influx of properties requiring extensive work. 'Hearing Silences' project to gain information around long term tenancies with previous upgrade refusals to plan for potential void works required.
- Number of tenants actively engaged in Governance – performance below target; Jenny confirmed that attendance at this meeting (with 7 attendees in total) will have improved performance in the next quarter, explaining that Scrutiny Audit Panel is part of EHA's Governance arrangements.

Complaints summary Q3

All went through EHA's complaints summary for Q3 for EHA's Board on screen. Most complaints have been received across contractor performance, repairs and maintenance. Jenny outlined the ongoing work with the repairs team from internal process review, Taskforce review and work with the Safe and Quality Homes Panel to address some identified issues, working towards improvement.

4. SAP to identify subject and instruct Taskforce review

With a focus on 'One thing to improve' from the TSM survey, the group discussed potential areas for improvement. As per the report, *"Many expressed contentment with the services provided, noting prompt assistance and overall satisfaction with their living conditions"*. However, some common requested included:

- Improvements in heating systems
- Updates on repairs requests
- External maintenance, garden maintenance and desire for improved outdoor and communal spaces
- Reduction in rent charges
- [REDACTED] also noted, largely static recent performance around neighbourhood contribution, measuring at 79%, which would be worth exploring.

A discussion took place around the ongoing work to improve identified areas:

- Safe and Quality Homes panel for repairs/ maintenance/ compliance/ voids,
- Ongoing work on communication, repairs and complaints service from recent taskforces
- Progress with the Tpas Accreditation to identify shortfalls in engagement

It was agreed that Jenny would approach managers to support the identification of a Taskforce area, based upon tenant feedback and update SAP.

NB: Jenny Webb requested managers' input into identifying a Taskforce review, which can be presented to EHA Board on 19th May. Suggestions are as follows:

- *Review of communal area service* – satisfaction with communal areas is the lowest scoring metric within 'well maintained, Safety and Communal Areas (89%)'. With EHA's Caretaker service in place, we could work with tenants to review the new service
- *Tenant Engagement* – although satisfaction under 'Respectful and Helpful Engagement' has progressively risen since 2024/25; a review with tenants could result in co-creation of our 2026-30 Tenant Engagement Strategy and 2025 Tenants' Voice report to tenants, as well as feeding into our work towards Tpas Accreditation.

The following suggestions have been identified for future review:

- *Damp and Mould* – 19% of respondents said they suffer from damp and mould in their home, all details are passed to our Damp and Mould Officer to act. Towards the end of 2026, it may be helpful to review the service following renewed approach, and performance against expectations of Awaab's Law.

5. Operations and Consumer Committee – Tenant Engagement Report Q3

Jenny confirmed some recent changes to EHA's governance structure, following the introduction of the new Operations and Consumer Committee (OCC), which is in addition to Board and Audit and Risk Committee.

Jenny provided a summary of the OCC's role focussing upon 'operational', tenant-focussed services and performance against the Regulator for Social Housing's Consumer Standards.

NB: For information, OCC's purpose, as outlined in their Terms of Reference, is to oversee the following:

- *Consumer standards of the regulatory framework*
- *Satisfaction and performance in the areas most affecting tenants*
- *Complaints and the Housing Ombudsman code*
- *Tenant Engagement and Tenant Voice*
- *Tenant facing policy approvals (not H&S)*
- *Monitoring progress on TPAS accreditation work*
- *Monitoring progress against delivery of Scrutiny recommendations*

Jenny talked through the Tenant Engagement report – which was previously shared with Board, now OCC – on quarterly basis, covering all engagement activity and performance 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 carried out at EHA.

6. AOB

██████████ raised concern about the Skiddaw View property managed by another organisation. He commented that it's very disappointing following all the great work by Karan and Kate to improve the scheme, that the occupants are causing issues for other tenants. Jenny confirmed she would speak to Kate and Karan and feed back to ██████████ – followed up 02/02/2026.

7. Date of next meeting

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

- Wednesday 18th March – 1pm