Minutes of the Tenant Scrutiny Panel Meeting held on Wednesday 13th May 2026 11 a.m. – 1 p.m. Walter Moore House, West Bromwich

Present:, AH (online), MH (online), QA, RJ – both are supported housing tenants.

Apologies: MR, RS

In attendance: PKS & RL - Tenant Engagement Leads

	Action
1.Introductions	
The meeting welcomed MH who is resident at an Adullam scheme in Bury. MH has set up a residents group.	
2. Minutes and Matters Arising	
The previous meeting had been on 19th March 2026 at Chaiiwala cafe, Soho Road, Handsworth. This was a special event as part of Coproduction Week 2026. The main activity was a discussion of how Adullam's Values are experienced by Tenants, Residents and Service Users. A report of the event, based on the direct quotes of participants, had been sent to Human Resources at Adullam. Dave Moore, Assistant Director, said he was very impressed with the contributions and insights. The report was shared with TSP members.	
3. Tenants Annual Impact Report	
PKS reported that the 1st Tenant Annual Impact Report has been completed. This has a lot of material about the work of the Tenant Scrutiny Panel. It is going to be published. Action: Printed copies of the Impact Report to be shared with TSP members.	PKS
4. Stop Stigma Against Tenants Campaign	
Adullam has joined the campaign and would like TSP to give feedback to the national tenant's survey on stigma. There is an online event on Tuesday 7th July. Action: To discuss at the next TSP meeting.	PKS
5. Scrutiny review of Repairs Policy	

	Action
For this 1st session of the scrutiny review, RL had prepared a handout. This was taken mainly from Adullam's Property Repairs Policy and Procedure, with some additional information taken from the Lettable Standards Policy and the Contractor's Code of Conduct. RL went through the handout, covering how to report a repair, categories of repair, who carries out the repair and the repairs process. TSP members then contributed their experiences of the repairs service. RJ had a recent experience where his toilet broke and there was a flood which he couldn't stop. After he reported the repair, he received a text saying it would be dealt with in 8 – 10 days. RJ felt it should have been classed as an emergency repair as he was left without the use of a toilet and there was flooding which he had to mop up using his clothes. Then the repairs contractor called without an appointment, which made RJ more upset. RJ feels that the policy should include compensation for instances like his own. QA gave an example where he was sent by text a repairs order number for changing his front door. This was on 9th March 2026 and he has still not been sent an appointment. QA gave a second example where he had damp and mould and the response of the worker was to clean with polish. The wall wasn't dried out and the mould quickly returned. QA gave a third example where he had a speedy response to an emergency problem with his radiators and he was very satisfied. The contractor came out in the night, and QA asks if there is a separate phone number for the out of hours service. Others were interested in the role of 24 hour contractors – how does this service work? MH had damp in his bathroom which was not sorted out. MH gave another example of a drainage problem which had gone on for eight months. He felt that now he could show awareness of what is in the repairs policy he would be in a stronger position to talk with staff and contractors and receive a better service. AH explained his experience of a repair satisfaction text, where he received a separate text for each question (and there were six or seven questions). The text says that by answering you have the chance to win £100, but he had never won this and didn't know anyone who had. Other TSP members had the same experience. Adullam should provide information about how many tenants have won £100 and could name the winners. The view of TSP was that it is a good repairs policy, if it is adhered to. "If the policy was followed, I wouldn't have had the arguments I have had." "Tenants need to be aware of the policy and it should be put on the wall of every block." TSP would like to consider the separate policy for damp and mould that has been produced by Adullam due to Awaab's Law. The flow chart for damp and mould in the repairs policy document should include timeline information and refer to the separate policy.	

	Action
Everyone was interested that the Lettable Standards Policy mentions TRS Champions auditing a % of the voids and their findings being reported in scrutiny reports. When asked for their experience of Adullam handypersons, TSP members spoke of the good work of MH in Birmingham, though they described him as an Adullam maintenance worker. One member had experience of a post-inspection visit by PB in response to a complaint of poor quality work. The following suggestions were made: Can we see an example of a report produced in response to the repair satisfaction survey? A quicker response time to the reporting of a repair A do it yourself guide for tenants on inspecting your home and knowing where things are e.g. the stop cock to turn off the water Have a look at what the Tenants Handbook says about the repairs policy TSP to be involved in post inspection visits Action: The next TSP meeting to receive statistics and reports for the repairs policy.	RL
6. Next meeting of Tenant Scrutiny Panel	
This will take place in early June, depending on the availability of Lyndon Wilson who will be invited to attend.	RL