Minutes of the Tenant Scrutiny Panel Meeting held on Tuesday 21st July 2026 11 a.m. – 1 p.m. Walter Moore House, West Bromwich

Present:, RS, QA, JM, KS

Apologies: AH, OV

In attendance: PKS & RL - Tenant Engagement Leads

	Action
1.Introductions	
The meeting welcomed 2 new members. JM lives at Rowans Court, Birmingham. KS is waiting to be allocated Adullam housing in Birmingham. RS asked if we could find out his support worker, as no one has been in contact.	**PKS**
2.Minutes and matters arising	
The minutes of the last meeting on 3 June 2026 were agreed. PKS reported on the Stop Stigma Against Tenants Campaign. She had attended the online event on 7th July. The main item was a discussion of what stigma means for the tenants who were present. Adullam could run a focus group on this and develop policy.	**PKS**
3. TPAS Conference report	
PKS reported on the Tenant Participation Advisory Service (TPAS) Annual Conference, held in Nottingham on 14/15 July and attended by TSP members MH and AH, with Adullam staff PKS and IK. For the new members of TSP, there was an explanation of what TPAS is – an organisation to make social housing tenants stronger and able to hold their landlord to account. The Conference had keynote speakers and lots of workshops. **Action: Workshop slides from the TPAS Conference are available to view on Adullam's one drive (TSP members have access). Conference report written by AH will be attached to the minutes.** TSP members are welcome to attend TPAS events, most of which are online and are free for members.	**RL**
4. Adullam Kitemark Procedure	

	Action
RL introduced Adullam's proposed new Kitemark Procedure. The Assistant Director of Quality and Assurance had requested feedback from TSP. Members were asked whether the Kitemark Procedure was clear and understandable, and what they thought of the role it gave to TSP. The following comments were made: 1.TSP found it overwhelming that the document mentions "over 400 policies, procedures and strategic documents". TSP suggests Adullam slim down this number and that the Board/ senior leadership distinguish those that are major or leading policies. 2.TSP does not think that, on its own, it should decide which policies are prioritised for the kitemark. The suggestion is that senior leadership/the Board provide to TSP each year a list of policies that are due to be reviewed in the year ahead. This list should also include policy areas that have been identified by the wider TRS as in need of attention e.g. in response to Tenant Satisfaction Measures surveys or through focus groups. From this list, TSP will select up to 10 policies or procedures to go through the kitemark procedure each year. 3.TSP would like more opportunities for all TRS to take part in the scrutiny. The policies considered for kitemark should be publicised on the TRS page of Adullam's website. To be more accessible, the information should include an easy read version, a glossary explaining the terms used in the full policy document, a multiple-choice questionnaire and an invitation to a zoom meeting to discuss the policy. 4.TSP only has the capacity to look at 1 policy per meeting. To feel it is doing the job properly, the TSP meeting will need to understand the full policy document as well as the report on the results of the consultation. 5.TSP would like the Assistant Director of Quality and Assurance Dave Moore to be the document owner for the Kitemark Procedure, noticing that this post holder is mentioned in 3.1 and 6.1 **Action: The feedback will be shared at a meeting with Dave Moore on 28th July 2026.**	**RL**
5. TRS Awards	
PKS invited all TSP to attend the Midlands TRS Awards at Stafford on 3 September 2026. A minibus will be provided. This is a very good opportunity to talk about your involvement and to meet senior Adullam staff and tenants from across the region.	**PKS**
6. Repairs case studies	
This was Session 3 of the repairs scrutiny review. The focus was case studies from five other housing associations. It also looked at what is considered the gold standard for resident engagement in repairs and maintenance. A briefing paper had been sent to TSP members in advance, which RL summarised followed by a discussion.	

	Action
Dissatisfaction was expressed with communications by customer service staff and the contractor – sometimes there was a lack of care. All staff and contractors need to be trauma informed and disability informed (both physical and mental disabilities). There needed to be awareness about providing reasonable adjustments and increased levels of support. It was proposed: • a wellbeing officer is designated for each sub-region. • Adullam Comms team is asked to do a project on this • TSP to speak about mental health and wellbeing support at the Midlands TRS Awards After considering the examples from other housing associations, the following proposals are put forward by TSP to improve the repairs service: • Develop a tenant app to tell you how repair is progressing (with support for those who have difficulty accessing technology) • Book follow on appointments at the same time as the initial jobs, instead of sometimes waiting weeks to be told of an appointment • Introduce a priority repairs team for damp and mould • Review damp and mould cases to check whether different user groups are more likely to be experiencing damp and mould and less likely to have the case resolved. A particular focus on those whose 1st language is not English and who may receive less of a service • Introduce a programme to ensure contractors are trained in the values and behaviour of Adullam • Involve tenants in discussing what can be included in the repairs contracts • Discuss with tenants how the stock condition survey affects the repairs contracts • Set up a repairs focus group made up of customers who are dissatisfied with a recent repair • Introduce a customer services committee of the Board • Every time staff visit a tenant's home, they will complete an outstanding repairs form **Action: The above proposals, together with the proposals from sessions 1 and 2 of the repair's scrutiny review, will be included in a report to the Board.**	**RL**
7. Next meeting of Tenant Scrutiny Panel	
The next meeting in September will consider how Adullam is approaching the new Social Tenant Access to Information Requirements (STAIRS).	**RL**