Minutes of the Tenant Scrutiny Panel Meeting held on Tuesday 21st October 2025 1.30 pm – 4 pm Walter Moore House, West Bromwich

Present:, BH (in person) and AH (online)

Apologies: QA, MR, RJ

In attendance: PB – Repairs and Void Co-ordinator; PKS & RL - Tenant Engagement Leads

	Action
1.Introductions	
PB introduced himself. Each TSP Member introduced themselves.	
2. Minutes and Matters Arising	
The minutes of the previous meeting on 2nd September 2025 were agreed as an accurate record. PKS gave feedback on the Midlands and North East Tenant Excellence Awards at Stafford Showground on 18th September. RJ attended and received an award for his community work. He also collected awards on behalf of the Tenant Scrutiny Panel and for AH for his participation on the Health and Safety group. BH reported on her progress towards achieving an apprenticeship. She went on to tell everyone about the TPAS Scrutiny Conference, which she attended in person at Loughborough University on 7th October. BH said that after going to the TPAS Annual Conference it felt more familiar to be at such an event. She gave information about the use of a tenant levy to fund community activities, housing foyers for 16–25-year-olds offering guidance and support as well as accommodation and community centred approaches by Housing Associations. For more detail see BH's written report. TPAS hold a national tenants panel (next meeting in November) which interested tenants can join. BH and AH would like to attend. **Action: Certificates from the Tenant Excellence Awards to be circulated to TSP members.** **AH and BH to be supported to attend the TPAS national tenants panel.**	**PKS** **PKS**
3. Guest Speaker – PB Gardening contract	

	Action
PB described the specification. He acknowledged that high staff turnover in the contractor team was an issue and there had been problems in the delivery of the specification. The contract is being re-tendered in December, with a minimum of 3 contractors invited to bid. The TP is welcome to add contractors to the list. A new service will be providing different skips for different recycled items. TSP members liked this greener approach. It was asked if TSP can be involved in the re-tendering process. This needs to be raised with Lyndon Wilson, Asset Manager. When asked about the gardening procedures for the other regions, he said that they are covered with a gardener and managed by the Support Service. PB is in regular contact with several tenants from different sites and they inform him if the work is not up to standard. This keeps him up to date and is very useful. TSP members agreed that issues they raised, like front gardens being included, had been picked up. PB said that some tenants liked to look after their front gardens themselves, leading BH to say she would love to do some planting and could gardening equipment be made available. This led to a discussion about gardening competitions, benches (a tenant with craft skills had produced one) and making the case for support to Adullam Social Enterprise. AH raised a litter problem due to Birmingham City football matches. After discussion, AH said he would contact the football club to help with the litter and to see what other community support they could provide. **Action: Contact Lyndon Wilson about TSP involvement in the re-tendering.** **Contact Birmingham City Football Club**	**RL** **AH/RL**
4. Good Neighbour Policy	
RL introduced the final draft of the Good Neighbourhood Management Policy which has been produced by TSP. The Good Neighbour code has been made central. Other sections cover the community doing it for themselves, the use of mediation in neighbour disputes, good communications by Adullam local staff and local partnerships. It was agreed to add a sentence about residents signing the Good Neighbour code, with the support of Adullam staff, and if possible to give examples from other housing associations. Actions: TSP members to read the policy and send any changes to RL by 28 October. The Good Neighbour policy to be discussed with Pauline Gooden and then forwarded to Senior Leadership team.	**TSP** **RL**

	Action
5. Peer Mentoring training	
PKS reported from a meeting she had with Sharon Ames. The course would be 24 hours of taught time, over 6 successive weeks. Due to the travel distance for the trainers, this will be a mix of in person and on-line sessions, and with Sharon and David alternating as the trainer. There will be a workbook, with some exercises to be done in between sessions. The course will be an AIM qualification, level 2. Sharon says the training can be small in numbers, because quality is most important. She wants people who are committed and will follow up with the peer mentoring. BH and AH said they were interested. RJ wasn't present but had previously expressed interest. The application of the peer mentoring to other residents and the development of community spaces will be done separately and after P's return to work. AH said he would like an on-going project rather than something short-term. **Action: Peer mentoring training to begin in January or February 2026.** **Ask RJ if he would like to join the training.**	**PKS**
6. Next meeting of Tenant Scrutiny Panel	
To meet in December 2025 and review the transfer (move on accommodation) policy. To invite 2 or 3 other residents from Birmingham who have expressed interest in tenant involvement and make this a Christmas event.	**PKS/ RL**