Minutes of the Tenant Scrutiny Panel Meeting held on Wednesday 28th January 2026 1.30 pm – 3.30 pm Walter Moore House, West Bromwich

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

Apologies: QA, MR, RS, SC

In attendance: RR - Concierge, PKS & RL - Tenant Engagement Leads

	Action
1.Introductions	
The meeting welcomed RR, concierge at Rowans Court. RR attended to discuss the proposed pilot good neighbours agreement at Rowans Court.	
2. Minutes and Matters Arising	
The minutes of the previous meeting on 10th December 2025 were agreed as an accurate record after the addition of one change. The T**PAS national tenants panel** should read the **National Housing Federation Tenant Advisory Panel.** AH still needs an ID card for visiting sites as part of being a Health & Safety Champion. AH wrote a letter to **Birmingham City Football Club** about litter but received no reply. The CIE Action Plan has been approved by the Board. AH had attended a Board meeting as an observer. MR was unable to attend. It was agreed to add RJ to those who will attend Board meetings. RJ had today received a letter from Adullam about the disposal of 76 Antrobus Road where he lives. It was felt more information was needed about why Adullam need to sell. The view was expressed that RJ has the right to a suitable replacement home and for RJ this means in Handsworth Wood. It was felt that RJ should set out clearly in writing what he wants. Adullam should be asked to assist him in every way and shouldn't sell and require RJ to move until he has a suitable new home. **Actions:** • **TSP to be emailed the 3 policies – move on, transfer, allocations and lettings – that were considered at the December meeting.** • **Birmingham Social Housing Partnership (BSHP) - TSP supported a paper to the away day event in March 2026 about how tenants can be included in the**	**PKS** **PKS** **RL**

	Action
partnership structure. Further thought needs to be given about which of the BSHP topic groups would work best. • **Support AH to apply to NHF Tenant Advisory Panel**	**AH/RL** **AH/RL**
3. Tenants Annual Impact Report	
PKS introduced Adullam's commitment to produce the 1st Tenant Impact Report in March/April 2026. This is an annual report to tenants about the performance of the Association. TSP members were shown a list of what might be included. Members gave feedback and suggested including Awaab's Law as some have mould issues and Equality, Diversity, Inclusion (EDI) given language issue for some communities. **Action:** • **Members were invited to get in touch with any more comments.**	**PKS**
4. Special interest groups	
AH had attended a TPAS event and written a report which proposed special interest groups as a path to involving more members in the work of TSP. AH spoke to his report which put a focus on a women's group and a faith-based group. It was felt there could be a national women's group, with BH and SC as members. RR offered to contact 2 Ukrainian women at Rowans Court regarding this and gave useful information about the churches and mosque on Herbert Road which Rowans Court residents attend. An interfaith group would be ideal, picking up social justice issues. **Actions:** • **RR, F and F to visit All Saints Church and the Mosque on Herbert Road to check out their community facing activities.** • **PKS to find out about Birmingham's interfaith network.**	**Rocky** **PKS**
5. Kitemark Procedure	
The existing Kitemark procedure (2022) was considered too complex to grasp. It refers to sending all TRS a text or letter about a policy review, as an initial stage, but TSP members reported they had never received this type of communication from Adullam. Communications with all TRS about policy reviews need to be simple, in different languages and with key policy points highlighted on 1 page. Knocking on doors and having a conversation about a policy was also felt to be effective. The idea of different levels of participation, with TSP as the top level, was supported. In the past year, TSP has considered garden maintenance and move on accommodation each within 1 meeting, whilst ASB and neighbourhood management were discussed across several meetings and led to TSP making its own policy proposals.	

	Action
Action: Kitemark policy to include the ideas listed above	**RL**
6. Pilot Good Neighbours Agreement	
PKS, RL and AH (who lives nearby) had visited Rowans Court the day before (27 January 2026). They had met with PN (Manager) and 3 residents. Issues raised by residents included the insecurity of the car park gate (bicycles had been stolen), pests especially mice/rats, waste bins overflowing. We were shown the well-being hub, the result of a lot of good work by P, which now needs attention (the kitchen is sparse, the tv doesn't work and there is only limited access for tenants). PN told us that ideas were being actively considered for the well-being hub and how trips were organised but with only limited take up. The residents we met with said Rowans Court felt a good place to live and there were very few ASB issues. TSP wondered whether a good neighbours agreement was needed. Would it be possible to include nearby St Andrew's Court where there were more ASB issues. TSP suggested we consider Park Avenue, Handsworth. RR shared information about the activity of the Ukrainian households at Rowans Court. **Actions:** • **Meet with Ukrainian community at Rowans Court.** • **Consider Handsworth/ Park Avenue as an option for the pilot good neighbours agreement.** **7. Any Other Business (AOB)** Mel Kingsbury, Property Services and Operational Manager at Adullam, has distributed a list of activities for tenants to get involved in. This is part of the Local Offer. RJ expressed interest in assisting with 5 a side football.	**Rocky/RL** **RL**