Minutes of the Tenant Scrutiny Panel Meeting held on Wednesday 3rd June 2026 11 a.m. – 1 p.m. Walter Moore House, West Bromwich

Present:, AH, QA – both are supported housing tenants.

Apologies: MR, RS

In attendance: Lyndon Wilson – Adullam Asset Manager (online), PKS & RL - Tenant Engagement Leads

	Action
1.Introductions	
The meeting welcomed Lyndon Wilson, who joined us online for the scrutiny review of repairs. It was noted that MR has requested a break from Tenant Scrutiny Panel until the autumn.	
2. Repairs review – Asset Management Report	
The meeting had copies of the Asset Management Report (Key Performance Indicators) May 2026. Pages 1 – 5 are most relevant to the repairs scrutiny review. Lyndon presented the report, which covers: • the quantity of emergency, urgent and routine repairs completed within target times and outside target times, • the data for repairs under Awaab's Law, and • TRS repairs satisfaction responses. The following questions were asked: **What types of repairs are classed as emergency repairs?** Examples were given, such as water leak or an electrical fault, and it was explained how the emergency repair will make it safe within 24 hours, but it may take longer to complete the repair. **TSP gave their experience of reporting a repair to their housing officer, but it wasn't passed on to customer services, perhaps because the worker left Adullam or for other reasons.** We recognise the turnover of staff is an issue, Adullam is automating the repairs system, if you do report a repair to a housing officer, you should always follow up and go through the formal route. **Information on notice boards explaining the repairs process would be good.** We will do more to make information available to tenants when STAIRS (Social Tenants Access to Information Requirement) comes into force in October 2026. **What is the difference in the repairs process when the repair comes under Awaab's Law (damp and mould)?** Emergency hazards have the same 24 hours deadline, with the	

	Action
difference that we must have photographic evidence. Other repairs are called significant hazards with an investigation time of 10 days and to make safe within a further 5 days. There is an issue where Adullam is not the landlord. Awaab's Law will extend from damp and mould to 29 hazards, which will require changes to repair procedures. These hazards will probably be included in the general repairs table rather than a separate Awaab's table. TSP said that tenants need more information about how Awaab's Law works in practice at Adullam, including when Adullam is not the landlord. AH shared that he received £25 for a damp and mould repair that was not done in time. QA read a repairs satisfaction text message dated 12th May 2026 which began by saying that if you responded **you would be entered for a £25 prize draw. But there is never any information about the prize draw taking place and who the winners are. Is there an error on the system sending out this message?** The prize draw was withdrawn during Covid. Adullam is going to bring it back and might increase the amount. **Only 13% of tenants receiving a repair satisfaction text are responding (according to the asset management report). How can more responses be achieved?** The discussion made a comparison with the 30% + response rate to the Tenant Satisfaction Measures Survey, where a lot of communication methods were used. Suggestions included promoting the repair satisfaction survey in newsletters, through signage, and by TSO raising the survey when visiting tenants. **AH reported back on his site visits as a Health and Safety Champion.** Tenants were more likely to bring up their issues with him than with a staff member who they don't know (because of the staff changing). AH had picked up information about repairs that were not done. A suggestion was made to give out a receipt when a repair was reported, like we used to in the past. **QA asked about the repair of front doors.** This led to a discussion about individual repairs versus the capital investment programme replacing front doors for everyone in a block. There is a door choice and a colour choice which needs to be conveyed to neighbours. AH applauded the quality of the new doors. The capital programme is also upgrading CCTV for shared blocks and upgrading the entrances to halls. QA would like CCTV for his car parking space to deter random parking by those who don't live there.	
3. Repairs review - Adullam Annual Report 2025	
The second source of information about repairs is Adullam's Annual Report 2025, pages 16-17 and 19-20. TSP could not find a figure for expenditure on repairs and maintenance. The Annual Report explains how the repairs completion targets are in what is called the Balance Scorecard. TSP would like a presentation about the Balance Scorecard. The annual report says Adullam wishes to increase the tenant scrutiny of repairs and after this make changes to its policies. It also says that Adullam wishes to consider tenants views	

	Action
for the investment programme. TSP asks how is the investment programme decided at the moment? The Annual Report says Adullam is a member of two benchmarking clubs (where their performance is compared with the performance of others). TSP would like information about the benchmarking clubs. TSP discussed benchmarking the repairs performance with other housing associations, in ways that would actively engage TSP members. For example, by meeting with tenants from other small housing associations at TPAS events. AH said he would look into this. TSP discussed what is meant when tenants tick that **they are neither satisfied nor dissatisfied.** It was felt the tenant was saying the work had not been done to the highest standard and they were barely satisfied. This was not the same as the tenant ticking **very satisfied or fairly satisfied.** It was suggested that Adullam contact those tenants who tick neither satisfied nor dissatisfied to find out more. It was also suggested that surveys include a box where you can give more information about your experience. TSP asked what % of repair requests come through the TSO? Given the feedback received, it was suggested that the TSO's role is to support the tenant to report the repair to customer services.	
4. Stop Stigma Against Tenants Campaign	
PKS shared news items from the Stop Stigma Against Tenants Campaign. This national campaign has • A project about the language used in the social housing sector, • Guidance on discussing progress on stigma with your landlord, and • A roundtable meeting with the Government Housing Minister to discuss the report "Widespread, Structural and Deeply Felt". There is an online event on Tuesday 7th July. **Action:** Forward this information to all members of TSP and support 2 TSP members to attend on 7th July.	**PKS**
5. Next meeting of Tenant Scrutiny Panel	
The next meeting will consider case studies of repairs policy and scrutiny at other housing associations. It will also prepare a report about the repairs scrutiny review to present to Adullam's Senior Leadership Team/ the Board.	**RL**