

Minutes

Date: 22 October 2025

Meeting : **Housing Operations Committee**

Present : Pam Norton, Board Member
Michael Payton, Board Member
Annette Dunningham, Board Member
Anne Brown, Resident Member
Peter Burdon, Resident Member

In attendance : Glynis Gatenby, Operations Director
Celia Dawes, Executive Support

Observing: : Elizabeth (Betty) Brock, Resident

Item:

Action:

1 Apologies for absence / declarations of interest

1.1 Apologies for absence were received from Barbara Bransgrove, Board Member, Jean Gardner and David Brigden, Resident Members and Robin Roberts, Chief Executive.

1.2 Betty Brock, a resident, is attending as an observer and was introduced to Members.

1.3 There were no declarations of interest.

2 Minutes of the HOC meeting held on 30 July 2025:

2.1 Pam Norton asked if anyone had any corrections to note or any comments on the minutes of the meeting held on 30 July 2025. There were none.

2.2 The minutes were agreed to be an accurate record and were approved.

3 Actions from last meeting

3.1 Glynis Gatenby confirmed that all actions had been completed.

Item:**Action:****4 Performance measures (quarter 2, 2025 / 2026)**

- 4.1 Glynis Gatenby introduced the report which reviews performance measure results to the end of September, quarter 2.
- 4.2 Glynis Gatenby confirmed that the TSM (tenant satisfaction measures) survey is now closed. We have a 54% response rate (28 / 29% is considered good), which is slightly less than the last time this was carried out. Acuity, the organisation who are undertaking this work for us, are sense checking the responses and have confirmed that the survey is statistically valid. The report will go before the Board in November and be brought to the next HOC meeting.
- 4.3 *Our resources:*
- average relet times, across all our homes, is just outside our target of 21 days at just under 23 days. It will be hard to claw back this time due to the low number of empty homes and it is taking longer than anticipated to reach our target
 - rent arrears for all homes stand at 0.75%, a very strong performance
 - there has not been much uptake of the helping hands fund, we do remind residents but do not get many requests
 - there are six cases of arrears over £1,000, with the highest account being £2,918.62, with all but one within our general needs homes. All cases are being managed and outlined in appendix 2
 - former rent arrears are steady, standing at 0.14%
- 4.4 *Our communities:*
- 59% of our residents in older peoples housing are using digital platforms with 166 users of the resident app
 - During quarter 2 we received four service requests and four complaints which are listed at point 5.4. The stage 2 complaint regarding Old Brewery House has been dealt with but actions are ongoing and should be completed by Spring 2026 (replanting of bushes, shrubs etc). Most actions will be completed by the end of November
 - 36 compliments were received, mainly regarding contractors and community engagement events, which brings the total so far this year to 68
- 4.5 *Our residents:*
- there are three open / active cases of anti-social behaviour with one being monitored in the background. These are detailed at point 6.3. Two are within our older people housing and one in general needs

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4.6

Our homes:

- maintenance compliance is strong with emergency repairs at 100% and non-emergency repairs at 99.4%
- gas, legionella testing and electrical safety remain at 100% compliant
- lift out of action (routine measure) sadly stands at 166 days and lift out of action major repairs stands at 0 days across all schemes but mainly at Old Brewery House, Thomas House and Trickett House. The Board have recently agreed to replace the lifts at Old Brewery House (x1) and Thomas House (x2) and we will update residents as soon as further details are available. The Trickett House lift will be replaced as part of the development works
- lift servicing remains at 100%
- we currently have five homes without an EPC – this will shortly drop to four as one of the homes was the recent eviction. This will be done whilst other works are carried out before relet
- new FRAs are complete with 4% of actions outstanding, none of which are classed as ‘high priority’. There is a new tracker system in place which is managed by SHS and contractors
- a new fire safety management plan will be shared with Delco, the FRA inspectors, once agreed. This will set out the basics and should assist with many of the repetitive recommendations made by the FRA inspectors
- cleaning, window cleaning and grounds maintenance performance meeting was held earlier today where a few items were raised but there are no other contract issues aside from concerns at Old Brewery House already mentioned
- there were no outstanding reports of damp and mould to the end of September

4.7

Our people:

- employees have carried out 163 hours of training since April with recent in-house training on customer service and our values
- it has been confirmed that the government is introducing the “Competence and Conduct Standard for social housing” from October 2026. There will be a four-year transition period for small housing providers and a three-year transition period for other providers. It is hoped that this should raise standards across the housing sector with managers and senior managers having to undertake necessary training suitable for the job

4.8

Pam Norton thanked Glynis Gatenby for the report and commented that we had been expecting some problems following changes to benefits but the low percentage of arrears is excellent.

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- 4.9 Pam Norton asked for further explanation of case 2 (point 6.3) which is going to court. Glynis Gatenby explained that we were seeking an injunction against the resident we believe is the perpetrator but who will not allow us in to carry out sound simulation tests etc. The initial hearing was held yesterday and the resident was not represented. The judge decided to re-list the case (for a 30 minute hearing) to enable the resident to get representation if they want. We are awaiting the re-listed date. Pam Norton asked what outcome we are seeking. Glynis Gatenby responded that want the resident to behave in a way that was not anti-social to another resident. There are witnesses to the behaviour and mediation recommendations were not carried out by the resident concerned.
- 4.10 Pam Norton commented that she had mentioned the lift issues with someone who said that they had had similar issues which were often caused by people holding the doors open. Glynis Gatenby agreed, stating that we replaced all the door contacts in August which had appeared to have solved the issue for now.
- 4.11 Pam Norton asked if there were any further questions or comments. There were none.
- 4.12 The Housing Operations Committee agreed to:**
i) **note the performance for quarter 2, 2025 / 2026**
ii) **note the arrears cases exceeding £1,000**
- 5 Operational update**
- 5.1 Glynis Gatenby introduced the report which gives an overview of the operational work carried out over the last quarter.
- 5.2 Community engagement
- 5.2.1 A resident led event for breast cancer awareness was held at Dorothy Pettingell House this morning where they raised £175.
- 5.2.2 Point 3.1 of the report lists the activities held since the last meeting. There have been 69 opportunities for residents to be involved since the last quarter.
- 5.2.3 Future events which have been organised are a film night, a Halloween party and a darts and pools games afternoon which we may combine with ' Movember' to raise money for prostate cancer. There are also a number of Christmas events being organised which will be advertised in the Winter newsletter.

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- 5.3 Handyperson service
- 5.3.1 The handyperson service was informally introduced three years ago but was not well promoted. It is free to residents at the point of delivery and SHS pays the contractors. Front line staff reviewed the service and attached as appendix 1 are the details and a short application form. The rules are simple and it is a service open for all residents.
- 5.3.2 We are recommending approval of the handyperson service after which, it will be brought back to HOC in January 2027 for review.
- 5.4 Single equalities scheme
- 5.4.1 This scheme was approved in April 2025. Appendix 2 is the current scheme which has been updated.
- 5.4.2 The key actions are:
- Development at Trickett House – this has started and parking is proving to be the biggest issue. Osei (Sarfo-Bonsu, development officer) has found a possible solution and is sorting the finer details after which he will share with residents
 - The residents’ charter group reviewed the repairs survey result and found no issues or trends of concern
 - The new flat at Griffiths Close is currently being let to another Griffiths Close resident whilst works are carried out to her flat following the discovery of a leak. The works have been approved by insurers
- 5.5 The wider Sutton Housing Society team
- 5.5.1 Michelle Easton is now back from maternity leave, Steve Smith has re-joined us following his retirement, in a part-time role as property inspector and Sally Sinclair is now in a permanent role as a property and repairs administrator.
- 5.5.2 A team away-day was recently held with the whole team where the corporate plan and our values were discussed in preparation for a Board away-day next month.
- 5.5.3 The previously reported eviction went ahead in August, taking over five hours to complete. The flat is now cleared, and some possessions have been kept in storage.
- 5.6 Development
- 5.6.1
- 14 Griffiths Close: the new flat is now complete and is being

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used as a decant flat. The second, additional flat, will be constructed as part of the airspace development

- Trickett House: works have started on the site
- Wandle Valley: the new house at McRae Lane and two flats at Tull Street have both secured planning permission. Two other sites at Wandle Valley have had successful pre-application discussions and will be submitted for planning in November 2025
- Robertson House: a proposed airspace and side extension along with a new entrance will be submitted for planning in November 2025
- Peppermint Court: an application for two new flats will be submitted for planning in November 2025

- 5.6.2 The mini refurbishment at Cloverdale Court is progressing well and the results look amazing.
- 5.7 Planned maintenance programme 2025 / 26
- 5.7.1 The planned maintenance programme is going well. The boiler replacements at various sites should be completed by the end of November.
- 5.7.2 The Tunstall telecom system upgrade was delayed by Mole Valley changing their IT platform and more testing is needed. Our lead at Tunstall is leaving and passing our project to someone else to lead. If this is delayed beyond the end of November, we will pause it until after Christmas.
- 5.8 The residents' charter group
- 5.8.1 Glynis Gatenby reported that this group is going from strength to strength – they are a good mix of people who ask the right questions and are sensible in their mindset and actions. At the last meeting, they discussed the half-yearly repairs results and initial TSM results amongst other things. The next planned meeting in January will focus on the TSM actions.
- 5.9 Pam Norton thanked Glynis Gatenby for her report and asked if there were any questions.
- 5.10 Michal Payton commented that the handyperson information looked good, was a clear document and was a positive thing to do. He noted that it lists core jobs we will do but does not mention gas, plumbing etc. He asked if we purposefully do not direct people to contractors? Glynis Gatenby responded that we do not recommend tradespeople, but we will tell residents who we use (ie Carshalton Boilers) and it is up to the resident whether they use them.

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5.11 Pam Norton agreed that the handyperson information was clear and transparent. She asked if we monitor communal heating systems. Glynis Gatenby responded that the new heat metering system will monitor these, as new responsibilities will be introduced from January 2026 and we will probably introduce KPIs from April 2026 regarding these.

5.12 There were no further comments or questions.

5.13 The Housing Operations Committee agreed to:

- i) note the contents of the report**
- ii) approve the handyperson service**

6 Policies for approval

6.1 Glynis Gatenby introduced the report, stating that there are three policies for which we are seeking approval.

6.2 CCTV: this was previously part of the data protection policy but with all the new information regarding CCTV and video doorbells, it was felt appropriate that we provide a standalone policy. We are getting more requests regarding doorbells and CCTV in homes for security purposes. The policy has been drafted to give guidance and we have kept it as simple and direct as possible for our client group.

6.2.1 Pam Norton asked if this is more for residents' needs rather than general use. Glynis Gatenby confirmed it was, the Data Protection policy covers wider use, we monitor our own CCTV with quarterly checks to ensure it is still required. This policy is more for personal use.

6.3 Pets policy: Pam Norton noted that the review period has been changed from two years to five years but it would be reviewed sooner if there were any changes to the law. We have so few voids it is not needed to be reviewed more often. Glynis Gatenby confirmed that the changes were shown in red font.

6.4 Awaab's Law: Glynis Gatenby explained that this is a new policy as a result of the Social Housing (Regulation) Act 2023 following the death of a child where prolonged exposure to damp and mould in his house was found to have significantly contributed to his death. There has been a lot in the press around damp and mould and every social housing landlord must now have an Awaab's Law statement.

6.4.1 This law is being implemented in three phases, the first of which starts on Monday, 27 October 2025, and which refers to legally enforceable deadlines for addressing emergency property health

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6.4.2 Phase two relates to property health hazards that need to be addressed within 24 hours and covers issues such as excessive cold and heat, fire, electrical faults etc. There is currently no date for the introduction of this phase.	
6.4.3 Phase three is expected to be introduced in 2027 and covers all property hazards, not including overcrowding.	
6.5 Pam Norton stated that Awaab’s Law was a much needed policy. She asked if there were any questions on the policies.	
6.6 Michael Payton questioned the timings of investigations, especially with mould and damp being included as an emergency, what would happen over a weekend? Glynis Gatenby replied that we have the out of hours service and on-call contractors. We also have staff on an out of hours rota, three of which are property related so would be able to visit, if this was necessary.	
6.7 Michael Payton questioned timings stated in the SHS documents, action in 24 hours, visit in 14 days, 10 days (emergency hazards / significant hazards) etc. Could this be made clear on the documents? Glynis Gatenby confirmed that 10 working days is equivalent to the 14 days (two weeks) and said she was happy to change this.	GG
6.8 There were no further questions or comments.	
6.9 The Housing Operations Committee agreed to: i) approve the new CCTV policy ii) approve the reviewed and updated Pets policy iii) approve the new Awaab’s Law policy and promotional information	GG / cd GG / cd GG / cd
7 Terms of reference	
7.1 Pam Norton explained that the Terms of Reference are what we as a committee do, noting that they had not been brought before HOC for a while.	
7.2 Glynis Gatenby had reason to speak with our solicitors regarding an incident where one party had been involved in an SHS forum. They had suggesting adding a term in the Terms of Reference to say they could not take part in these meetings if action is being taken against them as this would not be in the best interest of SHS. They can	

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however continue to be involved in more informal engagement activities such as scheme meetings, drop-ins etc.

7.3 We have therefore introduced this in the Terms of Reference for HOC, Robin Roberts is aware and approves of the addition. We took the opportunity to update the document - the changes are highlighted in red font.

7.4 There were no questions or comments.

7.5 The Housing Operations Committee agreed to:

- i) approve the amended terms of reference be presented to Board for approval**

GG

8 Any other business

8.1 Annette Dunningham said that they had recently lost a resident at Peppermint Court and she wanted to say how wonderful Kelly (Steers, housing manager) had been with the family and wanted to pass on their thanks to her and all the staff.

Date of next meeting: To be confirmed following Board approval of the 2026 dates