TOP Meeting 17/11/2026

Members in Attendance:

Mike Richter (Chair)

Ian Allan

Officers in Attendance:

Andy Kefford

Jen O'Dale

Cali Gadd

Suzanne (HQN)

Apologies:

Graham Nash (Deputy Chair)

Sandra Longstreth

Eluned Woods

1. **Welcome and Introductions**

Welcomes were made round the room, as well as introductions to S.

2. **Overview of HQN role**

JOD explained the reasonings for the mock inspection as well as an insight on what HQN will be doing during this inspection e.g. interviews and visits.

3. **Actions/ Matters arising**

Nothing to note, happy with the minutes from the last meeting and the progress being made on action log.

4. **Q2 KPI Scorecard**

Members wanted to focus on areas SDC are not hitting the target set out. Stock condition surveys were discussed and AK explained that SDC have external contractors doing stock condition surveys, so the number is expected to rise as more are being done. It was discussed that the number of Damp and Mould cases is anticipated to rise due to the colder months. MR asked if the 4-emergency D&M cases were dealt with. AK to check this. Members were told about the newsletter that will be coming out in the next few weeks will have a section on tips for preventing damp and mould. JOD mentioned that operatives have identified damp and mould in resident's houses and that it is not always reported by tenants. S5 on the score card is an area of concern, AK explained that SDC don't currently have a system that provides the data for this that is need, having said that SDC have recently procured a new system, which can have bulk uploads of past data. AK explained the reasoning for the drop in S10A & S11, was due to a lift that is currently closed, SDC are having consultations with tenants to have the lift

decommissioned. The data for S10A wasn't signed off before the report was completed, resulting in a drop in the data. AK also explained that the data for S7 & S8 didn't come back in time for the report, this is an internal focus. MR asked if the number in application for the Tenant Support Fund has risen due to SDC publishing this more. AK said that it could be a contributing factor as well SDC being able to get into more tenant's homes to be able to have these conversations with the tenants. IA expressed concerns about his neighbours regarding financial concerns and asked if there is a way of helping those who don't feel as though they can ask for help or those who many not know they are able to ask. AK to speak with Lynne Mansell about adding information on the Tenant Support Fund to the agenda for site meetings, so tenants are aware. This was a recommendation from IA & MR. IA had some questions about voids and the communications around voids. MR suggested signs but AK explained that might come with complications as there are many reasons why a property could be void. AK said that if there are any tenants that ask about voids to get them to call SDC. S (HQN) said that tenants are right to want to question a void if it has been a void for a long time. AK expressed that the number of voids is going down. A suggestion was made that if a property is empty for a prolonged period, to update the neighbours.

Action- AK to speak to Lynne Mansell about the Tenant Support Fund being added to site meeting agendas.

5. **Q2 Complaints Report**

AK explained the numbers and charts included in the report. IA expressed that the report and charts are easy to read and its quicker to take in the information due to its format. There was discussion about the higher numbers in certain areas, but AK explained that there is more properties in these areas, so the number correlates to the number of properties. MR thinks that it is going the right way and that the complaints about communication doesn't come as a surprise. MR to said to keep going the way we are going and improve that what is suggested in the complaints.

6. **HRA Business Plan and Allocations Policy**

Allocations Policy:

AK gave background on the policy and the Homeseekers process. He also expressed that we don't have a clear policy regarding accessibility and best use of homes. AK said that this policy will be going out to consultation soon and that members are welcome to share their views. MR asked about accessibility when it comes to moving homes – AK said that advice is given accordingly.

Action – Members to give feedback (if any) when the consultation goes live

HRA Business Plan:

AK gave overview on the plan stating there had been a few changes since the consultation in November 2025. He also mentioned that the plan is currently out for consultation which closes in the next couple weeks and is going to Housing Committee in January. He also mentioned that he is working with an SDC Officer to add financials into the plan.

Action – AK to circulate the consultation summary

7. **Competence and Conduct Standards**

JOD explained the standards and the consultation that happened in October 2026. JOD explained that the main outcome was that tenants expressed the importance of better communication and to be treated with respect. JOD explained that Officers qualifications were looked at and SDC is currently refreshing its to do list. It was explained that SDC have an established Code of Conduct and a Learning and Development programme, but there isn't a Housing specific one. This is being reviewed in the new year and will be working with tenants in workshops for this. IA said there is an opportunity to offer tenants learning and how we could give tenants more information and knowledge.

Decision – Have JOD give updates through the year.

8. **Tenant Voice Report**

Members are pleased with some of the KPI scores and understand the reasoning as to why some are lower. MR says that he is happy with the actions that have been agreed like talking to Lynne Mansell about the Tenant Support Fund and he also mentioned having information about it added to the notice boards. MR said that SDC needs to be more proactive rather than reactive.

9. **Forward Plan**

Members are happy with the forward plan

10. **AOB**

Decision- HOB agenda was agreed by MR & IA

Action- CG to look into old tablets and see if they are fit for purpose