



Scrutiny Panel Meeting:

Friday 17th April 2026

St Helens Central CEN003/Microsoft TEAMS

Panel members in attendance:

Redacted for sharing

Other attendees:

Annmarie Flynn:	Tenant Voice Team Leader (AF)
Georgina Birkenhead:	Tenant Involvement Officer (GB)
Kelly Tasker:	Director of Housing Services (KT)
Paul Adams:	Commercial Consultant for Housing Perks (PA)

Apologies:

Redacted for sharing

Minutes

Agenda Item No	Subject	Action
1.	Introductions, background, welcome and housekeeping.	
2.	Minutes & Matters Arising:	

	Agreed as a true record of the meeting, no revisions or matters arising. AF gave update on the Neighbourhood Pilot due to take place in North Liverpool and the background to it.	
3.	Recommendations Actions Monitoring Log (RAML): Members agreed to the following actions remaining on the RAML SO17; SO18; SO28: SO42; SO52 – Tenant inspection scheduled for 28.04.26, to remain on RAML until complete; SO54; SO58; SO96; SO103. SO42: Money Wellness link to be shared with panel for feedback. Members agreed to the following actions being marked as complete: SO63; SO76; SO78; SO81; SO83; SO84; SO102; SO108; SO111; SO114; SO109: TPAS accreditation gap analysis: members agreed to establish a working group to progress and gather evidence to address gaps. Special session required for each module as follows: • Governance & Transparency • Scrutiny • Business & Strategy • Complaints • Information & Communication • Community & Wider Engagement	GB to share link to Money Wellness on Torus Foundation webpage. GB: To arrange three special sessions for TPAS gap analysis with AF.
4.	Competency and Conduct Policy Update: AF gave members an update on the update on the policy and background to it. Sought members permission to add to this year's workplan. Members agreed to this request.	GB: To add Competency and Conduct Policy to Scrutiny workplan 26/27
5.	Tenant Inspection: Retrofit Energy Efficiency Investment Programme:	

	AF: The programme's purpose is to improve energy efficiency in homes to at least Energy Performance Certificate Level C. This tenant inspection was triggered by: • A request from a member of D&I Panel • Concerns raised by a resident in Liverpool • Concerns raised by HS in relation to an inappropriate back door being fitted. The initial scope was to inspect one site. Three tenant inspectors attended Cathedral Walk in Liverpool and received feedback from two tenants that the scheme took longer than scheduled; sub-contractors were not always respectful on site and sub-contractor works were below expected standard (windows). The satisfaction survey completed following completion of the work received 16 responses which did not fully reflect feedback received from the two tenants during inspection. Members therefore agreed to widen the scope of this tenant inspection to include all 13 sites where retrofit energy efficiency works have been conducted. This work will be added to the 2026/27 workplan. Members requested that this be included in the upcoming Board Away Day presentation scheduled for 8 May 2026. HS: Would like to start with original scheme completed to understand how Torus approach improved along the way.	GB: To add Retrofit x 13 schemes onto the Scrutiny workplan for 2026/27 AF: To include retrofit tenant inspection scope widening in Board Awayday Presentation DP: to identify first retrofit scheme completed of 13 sites and start tenant inspection there.
6.	Tenant Chair for Scrutiny: AF: Reminded members that when this was originally discussed three members nominated themselves for Chair, two of whom are no longer available. No longer a link between this position and LOC. New expressions of interest were therefore sought.	

	HS: If I was to put myself forward as a candidate, would I be expected to step down from the Customer Resolution Panel? AF: Yes, we would ask you to step away from that panel. AF asked that anyone wishing to express interest in the Chair role notify the tenant voice team before the next Panel meeting on Wednesday 6 May, to allow an election to take place at the meeting.	All members to express interest in Chair role to Tenant Voice Team before next meeting on 6 May.
7.	Housing Perks: Kelly Tasker & Paul Adams PA provided an overview of Housing Perks, a savings and rewards app currently used by 85 housing associations and local authorities, ranging from small landlords to large councils including Birmingham City Council. The app allows tenants to save money which they can use to make rent contributions or clear arrears; 65% of current users use it for rent payments. Registration requires only a phone number, landlord name and tenancy reference, with no personal data shared. Usage data shows that tenants who use the app at least three times are likely to continue using it long-term. RB: How long are vouchers valid for? PA: Differs based on each retailer's policy; this will be explained during the purchase on the small print. RB: What if I don't use the voucher in full all at once? PA: The remaining balance will stay on the voucher for use on another occasion. AF: Can you use the vouchers to buy reduced items? PA: The vouchers are valid for all purchases with the retailer including reduced products and multibuy offers.	

	HS: What about energy providers? PA: Not currently but trying to engage energy providers. We are also looking at council tax bills. KT: This has been in discussion and development for 18 months. The Group Executive Team are happy with the product, but we still need formal authority to proceed. We'll also need a communications plan for launch. Writing to all customers was discussed but is costly, so the preference is to email those we have addresses for. It was suggested that involved customers test it first and share feedback, including any testimonials we could use in future comms. HS: It may be worth promoting The Company Shop to customers too, it offers low-cost food for those on certain benefits.	GB: To post article promoting the Company Shop on Torus Talk.
8.	Services Charges Update: AF: Tenants will now have received their rent / service charge booklet and will therefore know how much their new service charges are. Torus expected a significant number of complaints and queries given that nearly 4000 residents were impacted, including around 1,000 self-funders. However, fewer than 50 complaints have been received. All cases received are currently in hand and being worked through. There is a tribunal case progressing. Where financial support is requested, residents will be taken through an affordability check before any assistance is offered. HS: How much are the charges? AF: They differ for each property based on the services they receive. They can also change from year to year depending on things like contract cost and the level of work needed. St Helens and Warrington will be included in the next phase of the service charges review. This	GB: add St Helens and Warrington Service

	work will be carried out alongside the wider review, and the Panel will be consulted as this work progresses. HS: There may be more complaints from these areas as they have always paid for service charges so a change in them could drive more complaints.	Charges to Scrutiny workplan for 2026/26
9.	Any Other Business: Due to board away day on Friday 8th May, it was proposed to use the next meeting to do a dry run of the Scrutiny panel presentation. Members agreed to this proposal. Scrutiny Panel Member Update: Ray Semple has decided to step back from the Scrutiny Panel due to personal reasons. He asked that his thanks be passed on to the Panel for their support and the work they have done together over the past few years. Ray shared that he hopes to cross paths with members again in the future and wished the Panel well in their ongoing work. Next Panel Meeting: Wednesday 6th May 12noon-2pm	GB: To send Save the Dates to members for Wednesday 6th April to panel.