

My Ideas – Contractors: Putting our Tenants at Heart

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My Ideas – Contractors: Putting our Tenants at Heart

Date of Meeting: Tuesday 14th April 2026

Location / Format: In-person meeting

Facilitator (Role): Property Services Senior Management Team

Staff: Executive Director of Property Services, Director of Property Investment, Director of Building Safety, Director of Repairs, Head of Repairs Performance, Director of Customer Experience, PA for Executive Director of Property Services, Chief Executive Officer, Tenant Insight Officers, Tenant Insight Support Officer, Tenant Engagement and Scrutiny Officers

Number of Tenants: 15

Summary

One clear message from tenants has been the importance of contractor work and how it is managed. Tenants from our 'My Ideas' groups wanted the chance to speak directly with contractors, share their lived experiences, and work together to make improvements. This event was the second event held of this nature, giving tenants the chance to hear directly from contractors about the progress they've made. At the same event, our Property Services Senior Management Team shared updates on what has been achieved in year one of our *Tenants at Heart* corporate plan, what this has meant for tenants, and what they are taking forward into year two.

Key Discussion Points

- **Tenant experience at the centre** – Ensuring work in tenants' homes is a positive, improving experience.
- **Listening to feedback** – Valuing honest tenant feedback, especially when things go wrong.
- **Accountability** – MH colleagues and contractors all represent MH; tenants holding MH to account is important.
- **Quality communication** – Commitment to professional, honest, reliable communication when issues arise.
- **Contractor responsibility** – MH holding contractors to account and building long-term, quality partnerships.
- **Continuous improvement** – Ongoing behind-the-scenes work and progress, with recognition that more is still to be done.
- **Shared purpose** – Tenants and colleagues working together to achieve the best outcomes with minimal disruption.

Future Engagement

Next Meeting Date: TBC

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Contact for information or to get involved:

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