

My Ideas – Policy review

Tenant Meeting Summary Sheet



Meeting Details

Meeting Name: My Ideas – Policy Review

Date of Meeting: Thursday 16th July, 1pm-3pm

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Dylan Lucas, Tenant Engagement & Scrutiny Officer

Staff: Maritn Jones, Head of Income, Jonny Mobbs, Head of Sustainability, Sarfraz Siddique, Head of Planned Maintenance

Number of Tenants: 6

Summary

The meeting covered tenant scrutiny of several policy areas, including EV charging, rent and service charges, and planned investment. Tenants reviewed background insight, discussed questions and concerns, requested follow-up actions on service charge matters, and were content to sign off the policies presented. The next meeting date and time remain to be confirmed.

Key Discussion Points

1. EV Charging:

- Tenants noted that insight was used based on the current small tenant usage of EV Charging. They asked if the scope is prepared for the possibility of EV becoming more popular, however the group noted that the policy is due for review again in 2029 and were happy to sign it off on the basis that this would prepare for a growth in popularity.

2. Rent and Service Charge:

- Tenant insight outlined the annual rent consultation, TSM figures and focus groups. Tenants discussed survey response levels, service charge consultation, and how charges are calculated.

3. Planned Investment:

- Insight utilized annual feedback and responsive survey data for planned works. Tenants asked who had been consulted, with Kevin Wedge and tenant scrutiny noted as part of the process. Tenants had no further questions and were happy to sign off.

Decisions Made

- All policies signed off.

Actions

- None

Future Engagement

Next Meeting Date: 29th September

Contact for information or to get involved: Customerscrutiny@midlandheart.org.uk