

# My Ideas - Procurement

## Resident Meeting Summary Sheet



### Meeting Details

**Meeting Name:** My Ideas - Procurement

**Date of Meeting:** Wednesday 22<sup>nd</sup> April, 12.30pm – 2pm

**Location / Format:** Virtual meeting (Teams)

**Facilitator (Role):** Tenant Engagement & Scrutiny Officer

**Staff:** Head of Property Investment, Environmental Contracts Manager and Estates Team Leader

**Number of Tenants:** 8

### Summary

Tenants came together to share their views on proposed changes to how fire safety works are measured. They also looked at whether enough tenant feedback had been used to shape plans for the window cleaning, car parking, and abandoned vehicle services before these contracts go out to tender. After reviewing the information, the group agreed that all three contracts could go ahead. However, they did express some concerns about the level of tenant input so far and stressed how important it is that any new parking arrangements work well for residents and meet their needs.

### Key Discussion Points

- **Fire Compartmentation**
  - There was interest and some uncertainty around how surveys are carried out particularly for individual homes versus blocks, and whether all residents in a block are included.
  - Tenants highlighted the importance of formally embedding feedback, such as complaints and repeat visits, into KPIs to better reflect resident experience.
  - There were concerns about how fire safety features (like door closers) affect residents with mobility issues, and whether adjustments can be made.
  - The discussion focused on clarity, safety, accessibility, and improving how tenant feedback is captured and used.
  
- **Window Cleaning**
  - Tenants were given an overview of the main issues and feedback identified, including missed appointments and occasions where visit records were not properly updated on communal noticeboards.
  - Tenants were reassured that these concerns have been shared with contractors, and that keeping noticeboards up to date will now be checked regularly and included as part of how contractor performance is measured.
  - Tenants also suggested that if any feedback collected isn't relevant to a specific contract, it should be removed from the matrix to keep it clear and meaningful.
  
- **Car Park Management**
  - Tenants asked for clarification on the types of parking solutions that were being considered

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- Tenants raised concerns about making sure the parking solution is appropriate. They felt that, if this isn't carefully planned, it could end up causing new problems instead of resolving the current ones.
- Tenants were reassured that, any parking solution implemented could be withdrawn if unsuccessful and alternative resolution considered
- In addition, all tenants affected would be consulted to ensure that tenant insight helped shape the decisions made around the solution chosen.
- **Abandoned vehicles**
  - Tenants were advised of the delays in obtaining information relating to abandoned vehicles however the introduction of a contractor enables this information to be obtained more quickly
  - The majority of tenants agreed the tender could proceed however there were some concerns raised around the amount of insight used to shape the specification.

### Decisions Made

- Tenants agreed the tenders for the Window Cleaning, Abandoned Vehicles and Parking Contracts could proceed.

### Actions

- Individual issues to be followed up with tenants (due for Environmental Contracts Manager and Head of Property Investment by 17<sup>th</sup> June 2026)
- Confirm the process for Fire Compartmentation Work Surveys in blocks and how vulnerabilities are considered (due for Head of Property Investment by 17<sup>th</sup> June 2026)
- Matrix for Fire Compartmentation works to be shared with tenants (due by Head of Property Investment by 17<sup>th</sup> June 2026)

### Future Engagement

**Next Meeting Date:** 17<sup>th</sup> June

**Contact for information or to get involved:** [Customerscrutiny@midlandheart.org.uk](mailto:Customerscrutiny@midlandheart.org.uk)