

My Ideas - Communication

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My Ideas - Communications

Date of Meeting: Thursday 7th May 2026, 1pm – 3pm

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Tenant Engagement & Scrutiny Officer

Staff: Communications Manager, Tenancy Services Team Leader.

Number of Tenants: 7

Summary

Tenants met with staff to discuss updates on the Tenant App, review and sign off revised touchpoints for moving in and ending a tenancy, and provide feedback on the updated untidy gardens letter. Tenants were supportive of the improvements made across all documents, highlighting clearer language, simplified processes, and a more tenant-friendly tone. Staff provided explanations, answered tenant queries, and agreed to take forward several actions for further development. Social media performance was also shared, and the meeting concluded with no additional business raised.

Key Discussion Points

- The Tenant App lacks an "other" option or comment box when reporting repairs, making it difficult to report issues not listed in the dropdown.
- Tenants appreciated the simplified and clearer moving-in touchpoints, checklists, and support documents, noting they are easier to understand and more helpful for new tenants.
- Tenants sought clarity on responsibilities when a tenant dies, particularly regarding property clearance and next-of-kin involvement.
- Tenants welcomed the updated end-of-tenancy touchpoints and agreed that clear messaging about charges for damage is important.
- The revised untidy gardens letter was well-received, with tenants praising the softer tone, recognition of tenant circumstances (e.g., disabilities), and supportive approach.
- Tenants queried whether more purple branding could be used and suggested exploring envelope branding instead.
- Tenants asked about the use of Google reviews alongside Trustpilot.

Decisions Made

- Tenants agreed the revised moving-in touchpoints and documents are ready for sign-off.
- Tenants also approved the updated end-of-tenancy touchpoints.
- The updated untidy gardens letter was signed off by tenants.
- No objections were raised to the social media update or future plans.

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Actions

- **Scrutiny Officer** to raise Tenant App concerns (lack of "other" option/comment box) with Development Team.
- **Communications Manager** to take tenant approval of touchpoints to the onPoint team and continue development.
- **Communications Manager** to explore adding a watermark or template redesign for the untidy gardens letter with the design team.
- **Tenancy Services Team Leader** to bring additional letters and context to future meetings.
- **Communications Manager** to consider tenant suggestion about envelope branding.
- **Scrutiny Officer** to send further information to an attendee regarding processes following a tenant's death (if required).

Future Engagement

Next Meeting Date: 28th July 2026

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