My Scrutiny – Communal Services Meeting 2

Resident Meeting Summary Sheet

Meeting Details

Meeting Name: My Scrutiny – Communal Services Meeting 2
Date of Meeting: Thursday 3rd September, 11am-1pm
Location / Format: Virtual meeting (Teams)
Facilitator (Role): Tenant Engagement & Scrutiny Officer
Staff: Communications Manager, Software Product Manager, Senior Product Designer
Number of Tenants: 7

Summary

Tenants reviewed evidence about tenant satisfaction with grounds maintenance, window cleaning and communal cleaning services. The panel discussed what tenants receive for their service charges, whether service specifications are clear, how contractors are monitored and why service quality differs between estates. The panel advised that unclear expectations, inaccurate site information, limited communication and inconsistent standards can leave tenants feeling that they are paying for services they do not receive. The panel also suggested stronger local oversight, better use of tenant or estate champions, more accurate procurement information and clearer breakdowns of service charges.

Key Discussion Points

- Tenants want clear information about whether the grounds service is “cut and drop”, “cut and collect” or an enhanced service, and what standard they should expect.
- The panel asked for estate-level inspection and satisfaction information, including clarity about which sites contractors are responsible for.
- The panel heard that contractors may be completing the work specified, but tenants and some staff do not always have access to the specification or know what has been purchased.
- Tenants discussed inaccurate mapping and site-size information, which can affect procurement, staffing, timing and contract costs.
- Tenants suggested involving estates staff in site walkabouts before contracts are procured so specifications and costings reflect the actual estate.
- Tenants asked for clearer breakdowns of what each service charge covers and how charges compare with those of other landlords or councils.
- Tenants suggested regular contact with a named person on each estate, or stronger use of estate champions, to report local issues and monitor standards.
- Tenants said better liaison is needed with councils, neighboring landowners and other organisations where problems cross estate boundaries.

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Decisions Made

- The project will continue as an evidence-led scrutiny review focused on gaps in services, information and oversight rather than only individual experiences.
- Findings and proposed changes will be presented to committee before further steps are taken.
- Progress will be monitored through an action plan.
- A further meeting is planned for October to review final data and findings and to gather feedback on possible actions and recommendations.

Actions

- Explore whether satisfaction differs between cut-and-drop and cut-and-collect sites.
- Consider the value and future use of estate champions or named local contacts in monitoring communal services.

Future Engagement

Next Meeting Date: 7th May

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