

My Assurance: RSH TIA Audit

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: RSH Consumer Standard Audit – Transparency, Influence and Accountability (TIA)

Date of Meeting: Thursday, July 30, 2026, 11am-1pm

Location / Format: Bath Row, in-person

Facilitator (Role): Tenant Engagement & Scrutiny Officer

Staff: Tenant Engagement & Scrutiny Officer, Tenant Engagement & Scrutiny Manager

Number of Tenants: 6

Summary

TRAINING

Engagement Officer delivered an audit training designed to build the Group's understand of the Consumer Standard, best practices in conducting an audit and the role of tenant assurance. The training provided a general overview of the consumer standards, explained the evidence required to demonstrate compliance and explored how tenants can effectively challenge, question, analyse and scrutinise information. The session enabled the Group to take an informed and independent approach to the review and help contribute to the assessment process from the tenants' perspective.

TIA

The reviewed our self-assessment against the Transparency, Influence and Accountability (TIA) Standard and considered the evidence presented for compliance with the Regulator of Social Housing requirements. Overall, the Group agreed that we are compliant with the Standard, recognising several positive practices – specifically around tenant influence, respect and fairness and opportunities for engagements. The review also identified areas where compliance could be strengthened such as communication, digital inclusion and accessibility to building safety information.

Key Discussion Points

- Tenants reviewed evidence demonstrating how we share information about services, performance and decision-making with tenants.
- The group discussed how tenants are involved in shaping services through scrutiny, consultation, tenant groups and feedback opportunities.
- Tenants recognised a positive organisational culture where tenants are treated fairly, respectfully and as valued customers.
- Feedback highlighted that opportunities available for tenants to influence services compare favourably with those offered by many housing providers.
- The group reviewed evidence relating to Tenant Satisfaction Measures (TSMs), regulatory compliance and performance reporting.

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- Tenants discussed how we communicate with tenants and acknowledged ongoing work to improve communication through the Customer Experience Strategy.
- Members shared examples of communication not always meeting expectations and highlighted the importance of providing clear, timely and consistent updates.
- The group reviewed evidence relating to support for digitally excluded tenants and discussed whether current arrangements are sufficient. Questions were raised regarding the support available to applicants and tenants who may struggle to access digital services.
- Tenants reviewed building safety communications and discussed how some information could be made more accessible, particularly for tenants with visual impairments.
- The group identified several examples of good practice and areas for further improvement.

Decisions Made

- The group agreed that we are compliant with the Transparency, Influence and Accountability Standard.
- The group awarded a **Golden Heart** recognition for Midland Heart's culture of fairness and respect towards tenants.
- The group awarded a **Golden Heart** recognition for the range of opportunities available for tenants to influence and scrutinise services.
- The group agreed that communication remains compliant but could be strengthened further through continued improvement work.
- The group agreed that digital inclusion should remain an area of focus to ensure all tenants and prospective tenants can access services and engagement opportunities.

Actions

- Confirm whether Customer Hub colleagues routinely ask tenants about vulnerabilities when responding to enquiries.
- Clarify what support is available for digitally excluded applicants when applying for a new home.
- Establish whether research or surveys have been undertaken to understand levels of digital exclusion among tenants.
- Share feedback with relevant teams regarding the accessibility of building safety engagement documents and presentations.
- Continue progressing communication improvements through existing customer experience and engagement initiatives.

Future Engagement

Next Meeting Date: TBC

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