

My Ideas - Communication

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: Tenant Communication Meeting

Date of Meeting: Tuesday 28th July 2026, 1:00pm – 3:00pm

Location / Format: MS Teams

Facilitator (Role): Tenant Engagement Officer

Staff: Abby Cherrington (AC), Tenant Engagement Officer; Louise Mills (LM), Communications Manager

Number of Tenants: 5

Summary

Tenants met with staff to receive an update on the new tenant app/portal, review complaints touchpoints and proposed website content relating to disrepair, and discuss social media performance. Tenants provided feedback on how Midland Heart can support tenants to move between digital platforms, the clarity of complaint communications, information needed before pursuing legal claims, and alternative communication methods for tenants who are not digitally active. Overall, tenants were positive about the proposed communications and welcomed clearer, more accessible information.

Key Discussion Points

- AC confirmed there were no major updates on the app/portal yet, but the next testing session is being worked towards for 24th August 2026.
- Tenants suggested practical support for moving between apps, including workshops or drop-in sessions where tenants can be shown how to access and navigate the new portal.
- LM confirmed the new service is web-based rather than a traditional app and can be accessed through Google, with website updates and supporting videos planned to explain registration, repairs and other key processes.
- Tenants reviewed Stage 1 acknowledgement, complaint refusal, extension and disrepair communications. The group felt the wording was clear and generally did what it needed to do.
- Tenants highlighted the importance of managing expectations by being specific about timescales, including clarifying what “contact shortly” means.
- Tenants welcomed the proposed disrepair web page content, particularly the clear information about potential fees, costs and risks linked to legal claims.
- Tenants asked for further clarity on pest control responsibilities, emergency repair priorities, compensation information, public information linked to court cases, and rent account accuracy when claims are settled.

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- Tenants noted that information is only useful if accessible, and suggested considering leaflets, flyers, posters, rent statement inserts and recorded messages for tenants calling the hub.
- LM explained that Midland Heart is working to make information more AI-friendly so that AI tools can take accurate information from the website rather than predicting responses.
- Social media stats were shared, including the difference between impressions and engagement. Tenants raised a caution about YouTube figures sometimes being inaccurate.

Decisions Made

- Tenants were happy with the Stage 1 acknowledgement letter and agreed Midland Heart should retain the touchpoint as drafted.
- Tenants were happy with the extension letter/email and raised no further comments.
- Tenants agreed the complaint refusal wording was clear and helpful, while noting that clearer contact details and timescales would improve expectations.
- Tenants responded positively to the proposed disrepair web page content and felt it provided useful information before a tenant decides whether to proceed with a legal claim.
- Tenants were receptive to including complaint or disrepair information with annual rent statements and to confirming complaints made through the hub in writing.
- No further comments were raised under AOB.

Actions

- **Communications Manager** to continue developing drop-in/community support sessions for tenants using the new portal.
- **Communications Manager** to update the website with information explaining the move from the current app to the new portal, including supporting videos on registration and raising repairs.
- **Communications Manager** to work with colleagues to include clearer legal team contact details in complaint refusal communications where appropriate.
- **Communications Manager** to amend wording such as "contact shortly" so tenants have clearer expectations about timescales.
- **Communications Manager** to confirm the circumstances in which Midland Heart deals with pest control issues before including this information on the webpage.
- **Communications Manager** to explore leaflets, flyers, posters and other non-digital communications alongside website improvements.
- **Communications Manager** to consider whether complaint or disrepair information could be included in annual rent statements.

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- **Communications Manager** to explore using hub waiting-line messages to share additional information with tenants who may not use the internet.
- **Communications Manager** to progress written confirmation for complaints made through the hub so tenants are kept informed.

Future Engagement

Next Meeting Date: August 2026

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