

# My Ideas – Neighbourhood Contribution Group

Resident Meeting Summary Sheet



## Meeting Details

**Meeting Name:** My Ideas – NC Group

**Date of Meeting:** Thursday 30<sup>th</sup> April 2026 12:00pm – 14:00pm

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

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

**Staff:** Tenant Insight Support Officer, Tenant Engagement & Scrutiny Officer, Locality Manager, Director of Housing, Head of Localities, Restorative Justice Officer, Head of Housing, Executive Director of Tenancy Services

**Number of Tenants:** 8

## Summary

Tenants met with staff to receive updates on Pride in Place, Local at Heart, ASB satisfaction, pest and vermin policy changes, and the Restorative Justice service. Tenants shared experiences, raised concerns about communication, service visibility, delays, and clarity of roles. They also provided feedback on the Noise App, pest issues, and the need for improved support structures. Overall, tenants expressed appreciation for being listened to and welcomed the direction of the new approaches.

## Key Discussion Points

### Pride in Place

- Tenants noted that one application required more information and another was approved.

### Local at Heart Operating Model

- Tenants valued proactive contact and agreed it can change perceptions and prevent issues escalating.
- Several tenants raised concerns about poor communication and not being kept informed.
- Tenants expressed frustration with being passed between teams and preferred having a single, named contact.
- Concerns were raised about large staff patch sizes and delays in receiving call-backs.
- Tenants supported the idea of clearer communication, a “who’s who” list, and more visible staff presence in neighbourhoods.
- Suggestions included informal monthly drop-ins with officers and more regular walkabouts.
- Some tenants felt community events are not well promoted.
- Concerns were raised about reduced support from Retirement Living Officers and the need to manage expectations around Estate Champions.
- A tenant requested CCTV support.

### Noise App

- Tenants found the Noise App easy to use but noted it may be difficult for older or less confident users.

- Tenants suggested adding photo/video upload options.
- Concerns were raised about lengthy processes and unresolved issues.
- Tenants asked for alternative recording devices for those unable to use apps.

### **Pest & Vermin Policy**

- Tenants shared experiences of pest issues linked to bin strikes, food waste, and neighbouring properties.
- Tenants welcomed acknowledgement that some pest issues are outside their control.
- They appreciated that individual circumstances and vulnerabilities are considered.
- Tenants discussed which pests are treated and shared personal experiences.

### **Restorative Justice**

- Tenants were interested in the RJ approach and surprised it was still available.
- Questions were raised about expectations of justice, capacity, caseloads, and outcomes.
- Tenants asked about travel demands and whether other housing associations offer similar services.

### **Decisions Made**

- Pride in Place: one application approved, one pending further information.
- Agreement in principle to improve communication, visibility, and clarity of roles under the Local at Heart model.
- Enhancements to the Noise App (including photo/video capability) are being explored.
- Pest and Vermin Policy changes were presented and generally supported by tenants.

### **Actions**

- Follow-up with tenant regarding community event promotion.
- Review Estate Champions within the group and arrange discussion on RLO roles.
- Contact tenant regarding CCTV request.

### **Future Engagement**

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