

My Ideas – Planned Works

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My ideas – Planned Works

Date of Meeting: Wednesday 13th May, 11am – 1pm

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Tenant Engagement & Scrutiny Officer

Staff: Performance Lead, Head of Retrofit, Head of Property Investment, Tenant Insight Officer and Customer Experience Manager (Lovells)

Number of Tenants: 10

Summary

At the last meeting, tenants said they wanted a clearer understanding of how satisfied residents are with contractors and how those contractors are monitored. In response, this session focused on contractor performance and included the Contract Manager from Lovells. Tenants found the explanation of oversight helpful but were concerned about the low number of planned works surveys compared to the number of people receiving the service. They also felt that when communication issues are reported, more detail should be captured rather than using general descriptions. The group welcomed the inclusion of expectations in the contractor code of conduct about how tenants should be treated in their homes but stressed that contractors must also recognise and adapt to the specific needs of vulnerable tenants.

Key Discussion Points

- **MEL Surveys**

- Tenants felt that too few surveys are being completed for planned works compared to the number of people receiving the service. They believe increasing the number of surveys would provide a more accurate understanding of tenant satisfaction.
- Tenants asked how we gather information about planned works carried out in blocks, and how we understand the impact on other residents—for example when communal areas are left untidy or parking spaces are reduced during the work.
- Tenants highlighted how important it is for contractors to understand and respond to people's individual needs, especially where someone may be vulnerable—for example, wearing a face mask if an operative is unwell. They were reassured that these expectations are clearly set out in the contractor code of conduct provided at the start of their work.
- Tenants felt that when someone reports dissatisfaction due to poor communication, it's important to understand exactly what went wrong, rather than recording it as a general issue with communication.

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- **Contractor Code of Conduct**

- Tenants were pleased to see that clear expectations of how contractors should behave while working in people's homes are included in the service standards. They felt this was important and would help contract managers hold contractors to account.
- The group were happy with the proposed expectations and did not suggest any further changes.

- **Ways of Working, Lovells**

- Tenants heard from Lovells' Customer Experience Manager, who explained their recent TPAS Contractor Accreditation and how they oversee their contractors. The group were pleased to hear they had achieved this accreditation and felt it showed a strong commitment to ongoing improvement.

Decisions Made

- Tenants approved the proposed expectations for how contractors should work in people's homes, with no changes needed. These will now be included in the contractor code of conduct.

Actions

- Review the number of Planned Works Surveys completed by MEL (due for Tenant Engagement and Scrutiny Officer by 21st July 2026)
- Determine whether tenant representation can be incorporated into the 'Ways of Working' Meeting (due for Head of Retrofit/Property investment by 21st July 2026)
- Tenants said they would be interested in attending a future meeting to get a better understanding of the TSM results for 25/26 (due for Tenant Engagement and Scrutiny Officer by 21st July 2026)
- Investigate the possibility of tenants attending a Lovells Tool Box Talk (due for Tenant Engagement and Scrutiny Officer by 21st July 2026)

Future Engagement

Next Meeting Date: 21st July

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