

My Ideas – Shared Ownership Forum

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My Ideas – Shared Ownership Forum

Date of Meeting: Thursday 14th May, 5:30pm – 7:00pm

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Tenant Engagement & Scrutiny Officer

Staff: Head of Home Ownership and Commercial Properties, Leasehold and Commercial Manager

Number of Tenants: 3

Summary

The meeting focused on reviewing progress made in the last FY, improving communication, and improving services and satisfaction for shared ownership residents. Key achievements included the successful delivery of actions from previous meetings, such as launching a dedicated homeownership webpage, staircasing demonstration with Stairpay which enabled one resident to increase their stake to 100%.

Key Discussion Points

- **Keeping Residents Informed Throughout the Year**

Our newsletter will contain the following

- Q1 - Rent and Service Charges
- Q2 - ASB and Ground maintenance
- Q3 – Winter preparedness, repairs responsibilities, defects etc.
- Q4 – Moving homes, resales process etc.

- **Resale, Moving Homes etc**

- We are also bringing a lot of our processes in-house to make it easier, quicker and smoother for our residents.

Actions

- Scrutiny Officer to get quote from KP about successful staircasing

Future Engagement

Next Meeting Date: July 23, 2026

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