

My Ideas – Planned Works

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My Ideas – Planned works

Date of Meeting: Tuesday 21st July 2026, 11am-1pm

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Tenant Engagement & Scrutiny Officer

Staff: Head of Property Investment, Assistant Customer Experience Manager (Lovells)

Number of Tenants: 8

Summary

Tenants met to scrutinise performance relating to the Property Investment Programme and the Homes for Modern Living Programme. The group was pleased to note that, since the start of the new financial year, customer satisfaction had increased across a number of areas within both programmes. Members welcomed the positive progress being made and the improvements reflected in the performance data. The group was also encouraged to see that where dips in performance had been identified, the team was working proactively with contractors to understand the causes and implement improvements. Members recognised the importance of monitoring these areas closely to ensure service standards continue to improve. During the discussion, tenants shared personal experiences and raised concerns regarding the quality of some completed works, highlighting instances where work had not met the expected standard and had required remedial action. The group expressed a keen interest in monitoring this issue going forward and requested ongoing updates to ensure quality concerns are being effectively addressed.

Key Discussion Points

- **Planned works and HfML Performance**

- Tenants welcomed the positive improvements in service delivery and were pleased to see the resulting increases in tenant satisfaction across both programmes.
- The group was encouraged by the team's proactive approach to addressing performance issues, particularly where dips had been identified and were being investigated with contractors to drive improvement.
- Members raised concerns about the quality of some completed works, noting instances where contractors had been required to return to rectify issues, or where alternative contractors had been appointed to complete remedial work when the original standard had not been acceptable. The group expressed a desire to continue monitoring this area closely.

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- **HfML briefing document**

- The group was invited to review and provide feedback on the proposed Homes for Modern Living Tenant Guide.

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- Initial feedback indicated that the document was overly detailed, with some sections appearing repetitive and containing duplicated information.
- As not all members had been able to review the guide in advance of the meeting, additional time was provided to enable a full review and allow further comments to be submitted.
- **Kitchen and Bathroom Scope, Lovells**
 - Tenants were given the opportunity to review and provide feedback on the proposed kitchen and bathroom scope documents issued by Lovell.
 - Members welcomed the information provided and felt that the use of images helped to clearly illustrate the works being undertaken.
 - However, the group felt that the layout and flow of the documents could be improved, as some sections were difficult to follow. They suggested adopting a more linear format that takes tenants through the process step-by-step.
 - Tenants also recommended including clearer information on the level of disruption that may be experienced during the works, details of any preparatory actions required from tenants before work commences, and an indication of what to expect throughout each stage of the installation process.

Decisions Made

- The group requested that information relating to contractor recalls and remedial works be included as part of regular performance reporting going forward.
- Members asked to review the revised documents once Lovell has considered and incorporated the feedback provided by the group.

Actions

- Explore reasonable adjustments that can be made to Contractor Toolbox Talks to enable tenants to attend (due for Head of Property Investment by 28th October 2026)
Data on contractor recalls to be provided to group going forward (Tenant Engagement & Scrutiny Officer by 28th October 2026)
- Investigate whether Air Conditioning can be installed in tenants' homes (due for Head of Property Investment by 28th October 2026)

Future Engagement

Next Meeting Date: 28th October 2026

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