

My Impact Meeting

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My Impact

Date of Meeting: Tuesday 28th April 2026

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Tenant Scrutiny Manager

Staff: Tenant Scrutiny Manager, Tenant Insight Support Officer, Tenant Engagement and Scrutiny Officer, Chief Executive Officer, Head of Safety and Facilities

Number of Tenants: 5

Summary

Tenants who have an oversight role, attended a meeting that included an update from the CEO on progress against the Corporate Plan, alongside performance dashboards, engagement activities, and service updates. From a tenant perspective, the session focused on understanding organisational progress, raising concerns about service delivery and engagement, and identifying areas where tenant involvement and communication could be strengthened. Tenants welcomed the progress made but highlighted the importance of maintaining focus on existing homes, improving engagement with all tenant groups, and ensuring feedback leads to tangible improvements.

Key Discussion Points

- Tenants welcomed progress against the Corporate Plan but stressed the need to balance building new homes with investing in existing properties.
- There were concerns about external pressures (e.g. political) and how these may affect service delivery.
- Tenants valued recognition of staff efforts and the importance of partnership working between tenants and the organisation.
- The group highlighted a lack of engagement from younger tenants (18–24) and the need for targeted approaches to involve them.
- Concerns were raised about follow-up with tenants who express interest in getting involved, and ensuring opportunities are accessible.
- Tenants emphasised the importance of clear, focused meetings and having the right information to fulfil their role effectively.
- Low engagement in certain surveys (e.g. building safety) was noted, with a need to better understand tenant needs and vulnerabilities.

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- Dissatisfaction with some contractor services (e.g. grounds maintenance, window cleaning) and concerns about how tenant feedback is captured and acted upon.
- The introduction of body cameras for staff received mixed feedback, with recognition of safety benefits but some discomfort about their use.
- Concerns were raised about ensuring engagement events and contractor meetings are meaningful and not just “talking shops.”

Decisions Made

- Minutes from the previous meeting were agreed and signed off with all actions marked complete.
- Continued commitment to improving engagement, monitoring Corporate Plan delivery, and strengthening tenant involvement.
- Confirmation that there will be no separate action plan for the Communications Touchpoints Scrutiny, as outcomes are embedded in the wider strategy.

Actions

- Add the 18–24 age category to tenant demographic dashboards and review engagement with younger tenants.
- Improve follow-up with tenants who express interest in getting involved.
- Review whether environmental contractors engage directly with tenants and how this can be improved.
- Investigate contractor performance and satisfaction through the Neighbourhood Contribution Group.
- Develop and review communications for the rollout of body cameras with tenant groups.
- Continue improving meeting structures and information sharing to support tenant oversight roles.

Future Engagement

Next Meeting Date: Tuesday 30th June 2026

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