

My Impact Meeting

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My Impact Meeting

Date of Meeting: Tuesday 25th August 2026, 11am-1:30pm

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Tenant Scrutiny Manager

Staff: Tenant Scrutiny Manager, Tenant Insight Support Officer, Head of Sustainability

Number of Tenants: 4

Summary

Tenants reviewed and approved the previous meeting minutes and received updates on outstanding actions. Tenants provided feedback on the Environmental, Social and Governance (ESG) Report, discussed tenant involvement and diversity, reviewed performance dashboards, received updates on the previous scrutiny project- Locality Based Operating Model, and current scrutiny project- Impact of Communal Services. Updates were also provided on regulatory compliance, improvement plans, and future opportunities for tenant engagement were discussed. Overall, tenants were positive about the progress being made, particularly around diversity, the ESG Report, while also raising concerns about accessibility, representation and capacity issues in localities work.

Key Discussion Points

- Tenants reviewed the ESG Report, and were positive about its layout, content and overall presentation.
- Feedback was provided on reducing jargon and including a glossary for acronyms and key terms.
- Discussions took place about the challenges of maintaining older homes and balancing sustainability investment priorities.
- Tenants welcomed reassurance that sustainability plans and budgets remain stable despite uncertainty around future government regulations.
- Concerns were raised about the accessibility of the report, particularly the colour palette used.
- Dashboard updates showed improved representation of women and a broader age range amongst involved tenants.
- Tenants discussed barriers to engagement, including cultural considerations, disabilities, health conditions and accessibility needs.
- The group explored how tenant involvement recruitment could be strengthened and how the journey from initial interest to active involvement could be monitored.
- Tenants suggested complaints could be used as an opportunity to identify and recruit potential involved tenants.

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- The group reviewed Damp & Mould performance information and requested greater visibility of data for tenants.
- Updates were received on current and previous scrutiny projects, including sharing learning with contractor-related work.
- The group received updates on regulatory compliance reviews, improvement plans, and future tenant engagement opportunities.
- Concerns were raised about locality capacity and the effectiveness of reducing patch sizes as a solution.
- An update was requested on digital access support for involved tenants.

Decisions Made

- The previous meeting minutes were approved as a true and accurate record with no amendments required.
- The tenant feedback quote developed from discussions on the ESG Report was approved by the group.
- It was agreed that accessibility concerns relating to the ESG Report would be raised with the Communications Group for consideration.
- The group agreed on the importance of monitoring recruitment conversion rates and understanding why some tenants choose not to become involved.
- It was agreed that sharing learning from the scrutiny project with colleagues involved in contractor management would be beneficial.

Actions

- Accessibility feedback on the ESG Report colour schemes to be taken to the Communications Group for review and consideration in future reports.
- Explore the inclusion of disability data within the tenant demographics dashboard.
- Review and monitor the primary causes of Damp & Mould through the Damp & Mould Group.
- Share learning regarding contractors from the scrutiny project- Impact of Communal Services with colleagues involved in subcontractor work.
- Provide a further update on proposals relating to digital access support for involved tenants.

Future Engagement

Next Meeting Date: Monday 2nd November 2026

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