

Mystery Shopping – STAIRS Website Portal

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: Mystery Shopping – STAIRS Website Portal

Date of Meeting: Wednesday 26th August 11:00-13:00

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Tenant Engagement & Scrutiny Officer

Staff: Head of Governance

Number of Tenants: 3

Summary

Tenants attended a feedback session about STAIRS, including what the scheme is, how it differs from a Subject Access Request, and how it will help tenants access business information. BW explained that Stage 1 will launch in October through a website containing business information, with Phase 2 planned for April next year so tenants can request information not already available online. Tenants were asked to use the STAIRS website, look for specific information, and comment on whether it was easy to find, easy to read and accessible.

Key Discussion Points

- Tenants welcomed having information in one designated place and felt this made it easier to understand what was available.
- Tenants said some information was interesting, especially around resident investment strategy, stock condition and service information.
- Some tenants found the spreadsheet terminology confusing, particularly where legal or technical terms did not match the plain language used on the website.
- Tenants felt the STAIRS page needs to be easy to find on the website, as people will usually be searching for one specific thing rather than browsing everything.
- Tenants felt there was not enough time in the session to fully judge whether information was missing or to explore all positives and negatives.

Decisions Made

- Feedback from tenants will be used to make changes to the STAIRS website before launch.
- The need for clearer, tenant-friendly wording was recognised, especially where legal or internal terminology may not match how tenants naturally search for information.
- The location of the STAIRS page on the website was identified as important so tenants can find it quickly and without too many clicks.

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Actions

- Continue preparing for Stage 1 launch in October and Phase 2 in April next year.

Future Engagement

Next Meeting Date: 7th May

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