

My Feedback – Video Calling Pilot

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: Video Calling Focus Group

Date of Meeting: Friday 17th July 2026, 11am – 1pm

Location / Format: Bath Row

Facilitator (Role): Tenant Engagement Officer

Staff: Sadfeen Kausar (SK), Tenant Engagement Officer; Naz Sanghar (NS), Head of Customer Service; Rebecca Gittens (RG), Customer Services Officer.

Number of Tenants: 3

Summary

The Video Calling Focus Group meeting reviewed the early findings from the video calling proof of concept introduced in April 2026 within The Hub. NS and RG shared positive tenant feedback, demonstrated how video calls are improving repairs diagnosis and reducing unnecessary visits, and discussed the potential benefits for damp and mould assessments, safeguarding, and overall customer experience.

Tenants provided feedback on accessibility, data usage and technology barriers, and unanimously endorsed the continued use and planned expansion of video calling across The Hub.

Key Discussion Points

Introduction

- An overview was provided of Telephony Phase 2, which introduced WhatsApp, live chat and video calling.
- Video calling went live in April 2026 as a proof of concept with six trained Hub Officers.
- The purpose of the focus group was to share early findings and gather tenant feedback on the service.

Early Proof of Concept Findings (from April 2026)

- Tenant feedback has been overwhelmingly positive, with 95.6% of tenants stating they would use video calling again – it is key to note the sample size for aspects of the survey was small (5 tenants).
- Video calls are offered where Officers identify they may help to resolve an enquiry more effectively.
- Challenges include differing phone settings and permissions, which can affect ease of use.
- Video calls are recorded and retained for 30 days unless there is a legitimate reason to retain them for longer.

My Feedback – Video Calling Pilot

Resident Meeting Summary Sheet



- MEL survey results showed 100% satisfaction from tenants who used video calling following repairs.

Avoided Visits

- Video calling has enabled Officers and surveyors to assess repairs remotely, reducing unnecessary property visits.
- Of 132 repairs assessed via video call, 119 were completed without requiring a follow-on visit, saving 119 operative hours and approximately £8,300.
- Video calls have improved repair diagnosis, allowing Officers to prioritise emergency and routine repairs more accurately.
- Tenants highlighted the potential benefits of reducing multiple repair appointments and improving first-time fix rates.

Damp and Mould – Choosing the Right Route

- Video calls have supported the identification and assessment of damp and mould issues in line with legislative requirements.
- Officers can assess the extent of repairs in real time and identify potential safeguarding or health and safety concerns where appropriate.
- Discussions highlighted that video calls may take longer than telephone calls but can reduce operative time and improve repair outcomes.

Where to Scale Next (Panel Discussion)

- Video calling will remain an optional service offered when it is appropriate for the tenant's enquiry.
- Tenants discussed accessibility considerations, including mobile data usage, Wi-Fi availability and digital inclusion.
- Staff explained that video calls are initiated through a branded link and do not require tenants to download an app.
- The flexibility of using video calling for repairs, fly tipping and other tenancy-related enquiries was discussed.
- Future app functionality, including the ability to upload videos, was discussed as a potential enhancement.

Demonstration

- RG demonstrated how video calls are set up and experienced by tenants.
- Tenants discussed practical considerations such as camera settings, phone permissions and providing clear instructions during calls.

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- NS explained how video calls can support tenants whilst maintaining data protection requirements and safeguarding practices.
- NS confirmed plans to expand video calling across The Hub, with all Hub Officers receiving training.
- All tenants endorsed the continued use of video calling and supported the planned rollout to all Hub Officers.

Decisions Made

- The proof of concept demonstrated sufficient benefits in repairs diagnosis, reducing avoidable visits and improving tenant experience to support wider implementation.
- Tenants unanimously endorsed the continued use of video calling within The Hub.
- Tenants supported the planned rollout of video calling to all Hub Officers.
- Video calling will remain an optional service offered to tenants where it is appropriate and beneficial to their enquiry.
- The service will continue to be developed, with future enhancements (such as video upload functionality via the tenant app) to be considered as part of ongoing improvements.

Actions

- NS to investigate and provide information on the mobile data usage and potential costs of video calls for tenants.
- Roll out video calling training to all Hub Officers, supported by the six Officers already trained in the proof of concept.
- Continue monitoring tenant feedback and operational outcomes as video calling is expanded across The Hub.

Future Engagement

Next Meeting Date: Not scheduled as this was an ad hoc meeting.

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