

# My Scrutiny – Localities Expansion Meeting 1

Resident Meeting Summary Sheet



## Meeting Details

**Meeting Name:** My Scrutiny – Localities Expansion- Meeting 1

**Date of Meeting:** Thursday 16th April, 12pm-2pm

**Location / Format:** Virtual meeting (Teams)

**Facilitator (Role):** Tenant Engagement and Scrutiny Officer

**Staff:** Tenant Engagement and Scrutiny Officers, Director of Corporate Affairs, Head of Localities

**Number of Tenants:** 7

## Summary

Tenants attended Meeting 1: Service Overview, which introduced the agenda and outlined the purpose of the scrutiny project on localities expansion. The session explored the refreshed communications approach and how services could be improved to better support communities. Tenants shared their experiences and expectations, focusing on the need for more personal, visible, and responsive services. Overall, tenants were positive about the direction of the project but highlighted the importance of trust, clear communication, and addressing underlying community issues.

## Key Discussion Points

- Tenants felt WhatsApp groups could improve communication, but only if trust is built and engagement is well managed. Reference was made to online platforms (e.g. Facebook) attracting non-tenants and being difficult to manage.
- The importance of human connection was highlighted, with tenants wanting more visible, recognisable local officers.
- Tenants stressed that communication must be honest, clear, and set realistic expectations.
- Poor follow-up and lack of response after reporting issues was a major frustration, seen as a courtesy issue rather than just communication.
- Fly tipping and environmental issues were discussed, with a preference for tackling root causes rather than repeatedly cleaning up.
- A lack of pride in neighbourhoods was identified, linked to reduced visibility and presence of housing staff.
- Concerns were raised about consistency of service for tenants in more remote areas.
- Visibility of staff was seen as critical, with suggestions for regular local check-ins and stronger community presence.
- Tenants wanted clearer processes on what housing officers can and cannot do.
- The need to work more closely with external partners (e.g. councils) was raised.
- Early feedback from pilot areas showed that having a local presence helped resolve long-standing issues.

### Decisions Made

- Tenants supported the overall direction of the localities expansion scrutiny project.
- There was agreement that improving local visibility and strengthening relationships should be central to the approach.
- It was recognised that communication needs to be more consistent, transparent, and responsive.
- The project should focus on proactive, community-based working rather than reactive fixes.

### Actions

Considerations for inclusion in the expansion include

- Improve follow-up processes so tenants receive timely responses after reporting issues.
- Increase visibility of local housing officers, including consideration of regular check-ins.
- Clarify and communicate what services and support tenants can expect.
- Investigate ways to address root causes of issues such as fly tipping, including partnership working with councils.
- Consider how to maintain consistent service for more rural or remote tenants.
- Build stronger relationships with tenants who are not currently engaged, including offline engagement methods.

### Future Engagement

**Next Meeting Date:** Wednesday 3<sup>rd</sup> June

**Contact for information or to get involved:** [Customerscrutiny@midlandheart.org.uk](mailto:Customerscrutiny@midlandheart.org.uk)