

My Ideas – Shared Ownership Forum

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My Ideas – Shared Ownership Forum

Date of Meeting: Thursday July 23, 2026, 5:30pm – 7:00pm

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Tenant Engagement & Scrutiny Officer

Staff: Head of Home Ownership and Commercial Properties, Leasehold and Commercial Manager

Number of Tenants: 2

Summary

The meeting reviewed actions taken in response to resident feedback, including updated online guidance for rent payments, sinking funds, and repairs information specifically tailored to sharedowners. Residents requested a clearer breakdown of service charges and a better understanding of how sinking funds are used. The discussion also explored opportunities for improved digital access to repairs, grounds maintenance, and communal service information as part of future resident engagement plans.

Update was given on the Winter Ready campaign, including guidance available to help leaseholders prepare for cold weather. Feedback highlighted a preference for receiving information through email and newsletters alongside existing communication channels. The group also discussed upcoming welcome meetings for new homeowners and quarterly webinars for all sharedowners, sessions are open to all residents, including those who have acquired their homes through transfer. The meeting concluded with a discussion on Stairpay, with positive feedback shared regarding its benefits for managing accounts and accessing support.

Key Discussion Points

- **Keeping Residents Informed Throughout the Year**

Our newsletter will contain the following

- Q3 – Winter preparedness, repairs responsibilities, defects etc.
- Q4 – Moving homes, resales process etc.

Future Engagement

Next Meeting Date: November 12, 2026

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