

My Ideas – Tenant Communications

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: Comms.Net Meeting

Date of Meeting: Thursday 9 June 2026, 11:00 – 13:00

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Tenant Engagement Officer

Staff: Tenant Engagement, Communications and Digital Presence colleagues

Number of Tenants: 8

Summary

Tenants met with staff to discuss proposed website improvements, accessibility, online repairs reporting, website navigation, language options, and the format of rent and service charge communications. The group shared practical feedback on what works well, where online journeys can be frustrating, and how information could be easier to find and understand. Personal names and identifying details have been removed from these minutes.

Key Discussion Points

- Staff welcomed attendees, thanked everyone for joining, and introduced the purpose of the meeting.
- A Digital Presence colleague explained that the session would gather feedback on how tenants use the website, how accessible it feels, and what challenges tenants experience.
- Several tenants said they prefer to report repairs through the app or by calling the customer hub, especially where the website journey requires multiple steps or results in being asked to telephone anyway.
- Tenants who use email or phone reporting said these routes allow them to explain issues clearly and feel reassured that the repair has been raised correctly.
- The group noted that the customer hub has improved and that staff are helpful and polite.
- No tenants in the group said they regularly use the website contact pages, with some preferring the app instead.
- The group discussed where information about communal areas, service charges and communal maintenance should sit. Tenants felt this information should be easier to find within the “My Home” area.
- Tenants felt the search function should be more visible, as hiding it behind a button makes it easier to miss.

Decisions Made

- Website navigation should be reviewed so key information is easier to find, particularly within the “My Home” section.

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- The search bar should be made more prominent and easier to access.
- Accessibility should be strengthened, including screen reader navigation, alternative text for images, clearer language options, and additional contrast choices such as black and white.
- The group felt the content and language on individual webpages are generally clear, but the way pages are presented and organised could be improved.
- There was interest in more personalised website content, such as logging in and seeing information relevant to a tenant's scheme, block, tenure or service offer.
- A tenant offered to share more detailed website feedback after the meeting.
- No formal decision was made on website changes during the meeting; feedback will inform further review by the relevant teams.

Rent and Service Charge Communications

- Communications colleagues explained the current rent and service charge document, why it can feel formal, and how information is personalised for each tenant.
- The group was shown an alternative booklet-style format that could present the same information in a clearer and more visually engaging way.
- Tenants asked whether accessible versions such as large print, braille, colour-adjusted formats and other preferred formats would be available.
- Some tenants felt the current letter is sufficient and that the most important information is the change in rent or service charge figures.
- The group discussed whether a booklet would increase cost, word count or risk people overlooking important information because it looks less formal than a letter.
- Some tenants felt a booklet could be useful if it also introduced other helpful information, such as ways to get involved or wider tenant updates.
- The group suggested that tenants could be sent both formats initially so they can compare them and provide feedback before any wider change is made.

Actions

- Digital Presence and Communications colleagues to review feedback on website navigation, including the visibility of search and the structure of the "My Home" area.
- Staff to consider accessibility improvements, including screen reader navigation, alternative text for images, contrast options, and clearer access to translation tools.
- Staff to consider whether website content can be made more personalised for tenants with different tenures, schemes or service arrangements.
- A tenant's additional technical feedback on website structure, navigation and dynamic content to be shared with the relevant team for consideration.

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- Communications colleagues to continue exploring the proposed rent and service charge communication format, including cost, accessibility, readability and whether tenants may mistake a booklet-style format for less important information.
- Staff to consider whether both the current letter and proposed booklet could be shared initially to allow tenants to compare formats and provide wider feedback.
- Staff to ensure any future rent and service charge communications include essential information clearly and remain available in accessible formats where required.

Future Engagement

Next Meeting Date: To be confirmed.

Contact for information or to get involved: Customer Scrutiny Team