

My Scrutiny – Communal Area Satisfaction

Resident Meeting Summary Sheet



Meeting Details

Meeting Name: My Scrutiny – Impact of Communal Services on Tenant Satisfaction; meeting 1

Date of Meeting: Wednesday 5/8/26

Location / Format: Virtual meeting (Teams)

Facilitator (Role): Tenant Engagement & Scrutiny Officer

Staff: Head of Contracts, 2 External Operations Committee Members

Number of Tenants: 4

Summary

Tenants attended a My Scrutiny meeting focused on reviewing communal services, including grounds maintenance, window cleaning and communal cleaning. From a tenants said point of view, the meeting explored why satisfaction has reduced since new contractors were introduced, whether the issue is poor service, unclear expectations, communication gaps, or a mix of these factors. Tenants shared concerns about service quality, visibility of standards, service charges, contractor attendance and how feedback is used. Staff explained the scrutiny process, outlined the planned investigation aims, and confirmed that tenant feedback will shape the next stages of the review.

Key Discussion Points

- Tenants questioned whether low satisfaction is linked to poor service delivery, tenant expectations, or lack of clear service standards.
- Tenants said communal blocks would benefit from clear, visible information showing what contractors should do, when visits are due, and what work has been completed.
- Tenants discussed the Tenant Satisfaction Measures and how survey results are gathered and interpreted.
- Tenants questioned whether cleaning, grounds maintenance and window cleaning should be reviewed together or separated, given the different service charges and scale of each area.
- Grounds maintenance concerns included missed visits during periods when grass was not growing, with tenants expecting other tasks such as litter picking and shrub maintenance to continue.
- Window cleaning concerns included missed visits, contractor performance issues and the impact of changes between contractors.
- Tenants asked how contractors are selected, what standards they are held to, and whether tenants can be involved in future procurement decisions.
- Communication was a recurring theme, including how tenants are told about planned visits, rescheduled visits, contractor contact routes and estate-specific issues such as tree-logging.
- Tenants raised concerns that communal tick-sheets can be unreliable if tasks are ticked off without evidence that work has been completed.

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Decisions Made

- The group agreed that the proposed scrutiny aims and objectives were accurate and that the project should proceed.
- The review will continue to cover the three communal service areas: grounds maintenance, window cleaning and communal cleaning.
- Staff confirmed that tenant feedback will be used to shape the investigation and that changes may be made where tenant comments identify gaps.
- Tenants will be involved in the upcoming tender process for window cleaning contractor allocation.
- Further discussion with contractors will take place about improving visibility of planned work, rescheduled visits, completed tasks and evidence of work carried out.

Actions

- Investigate whether communal grounds maintenance service standards are site-specific or generic across the business.
- Share contractor outlines with the group to show what is expected of new contractors.
- Discuss with contractors whether evidence can be provided to show completed tasks, rather than relying only on tick-sheets.
- Distribute the next meeting dates to tenants.

Future Engagement

Next Meeting Date: 4th September

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