

My new role in Tenant Scrutiny

How we're listening, learning, and improving



I'm Joanne and I'm pleased to introduce myself as one of the newest members of the Tenant Engagement and Scrutiny team. In my role, I work closely with our tenants to ensure that their feedback and experiences help shape and improve the services we provide.

Having been with Midland Heart for over 20 years, I've worked in a variety of teams, from homeless services to data and performance, and most recently, within our mutual retirement living schemes. What I've loved most in every role is being part of a team dedicated to delivering excellent service to our tenants and residents.

Joining the scrutiny team felt like the perfect next step for me, as it allows me to work across the entire business, ensuring that tenants' voices are heard and reflected in everything we do.

Since joining the team one of the best moments so far is being part of a Community Days and Town Hall events where tenants come along to meet with members of Midland Heart teams. I have already met some great people who really care about where they live and had brilliant ideas about how we can improve our services. It's always great to talk face to face with people to hear what they think would improve their experience of Midland Heart.

I've learnt that our approach to tenant involvement isn't just about our team meeting with tenants and collating their views. It's the basis of everything we want to deliver as a business.