Making Scheme meetings work well for everyone

A shared guide for pleasant, productive and engaging meetings

Scheme meetings are one of the ways we come together as a community. They give residents the chance to share information, raise questions, exchange ideas and have a say in how our schemes are managed.

This guide sets out some simple, shared expectations to help meetings feel respectful, worthwhile and welcoming for everyone.

Why scheme meetings matter

Scheme meetings help:

- ✓ Keep everyone informed about what's happening
- ✓ Explain decisions and next steps
- ✓ Share ideas and feedback
- ✓ Build understanding between residents and the Scheme Manager
- ✓ Support fair and consistent ways of working

Taking part is always your choice, and everyone's involvement may look different – that's okay.

Creating a positive atmosphere

Meetings work best when everyone feels able to speak and be heard.

We can all help by:

- ✓ Treating each other with kindness and respect
- ✓ Listening with the aim to understand, even when views differ
- ✓ Allowing people time to speak without interruption
- ✓ Being patient – especially when conversations feel emotive

Strong communities are built on mutual respect, not winning arguments.

Keeping discussions productive

To help meetings stay focused and useful:

- ✓ Try to stick to the agenda and the topic being discussed
- ✓ Keep comments clear and concise
- ✓ Avoid repeating the same point once it's been acknowledged
- ✓ Remember that not every issue can be resolved immediately

Some matters may need to be followed up outside the meeting or through other processes.

Understanding the Scheme Manager's role in meetings

Scheme Managers attend meetings as part of their professional role, to:

- ✓ Share information about the scheme
- ✓ Explain processes, responsibilities and decisions
- ✓ Listen to feedback and questions
- ✓ Take agreed actions away to follow up

They are not there to:

- ✗ Resolve every issue on the spot
- ✗ Take on personal responsibilities
- ✗ Be challenged in a personal or confrontational way

"Keeping conversations professional helps meetings remain constructive for everyone."

Respecting boundaries and behaviour

Meetings should feel safe and respectful spaces.

This means:

- ✓ Speaking calmly, even when issues feel frustrating
- ✓ Avoiding aggressive language, shouting or personal comments
- ✓ Disagreeing respectfully – not about individuals
- ✓ Not placing unreasonable demands on the Scheme Manager or others

Being involved – in your own way

Involvement looks different for different people.

You might choose to:

- ✓ Attend meetings regularly
- ✓ Come occasionally when a topic matters to you
- ✓ Submit questions or feedback in writing
- ✓ Be involved through a residents' association

All of these are valid. There is no expectation to participate beyond what feels right for you.

When decisions can't be changed

Some decisions – particularly those linked to:

- ✓ Health and safety
- ✓ Legal or compliance requirements
- ✓ Building responsibilities

Must follow regulations and can't be altered through discussion. These decisions should always be explained clearly, even when they're disappointing.

Having information helps build understanding, even when outcomes aren't what everyone hoped for.

Our shared aim

Scheme meetings work best when we remember:

- ✓ We all want our scheme to be a good place to live
- ✓ Clear roles and boundaries help meetings stay productive
- ✓ Respectful conversation builds trust
- ✓ Listening is just as important as speaking

Living well together means talking well together.

Thank you for playing your part in making scheme meetings positive for everyone.

Meeting etiquette

Helping meetings work well for everyone

Scheme Meetings

We all play a part in making meetings positive and productive.

Please help by:

- ✓ Arriving with an open mind
- ✓ Listening as well as speaking
- ✓ Sticking to the agenda
- ✓ Keeping comments clear and respectful
- ✓ Allowing others time to speak

Please remember:

- ✓ Not everyone will agree – that's okay
- ✓ Some decisions must follow safety or legal requirements
- ✓ Not all issues can be resolved in one meeting
- ✓ Taking part is always a choice

Scheme meetings are a space to:

- ✓ Share information
- ✓ Ask questions
- ✓ Give views and feedback
- ✓ Build understanding

Let's avoid:

- ✗ Personal comments or shouting
- ✗ Interrupting others
- ✗ Repeating the same point after it's been acknowledged

Clear roles. Respectful conversation. Better meetings for everyone.

Thank you for helping keep our scheme meetings welcoming and worthwhile.

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