

As Place Champions, our customers James Brennan and Tasleem Akhtar are “the eyes of Midland Heart” helping us shape the services we provide to all our customers.

They work alongside our Customer Scrutiny Team to improve the standards of our estate portfolio by highlighting issues and alerting our tenancy services team. Their regular checks help us identify problems early and take action to ensure our customers can live in a safe and pleasant environment.

James became a Place Champion because he wanted to make a difference to Midland Heart by giving the “customer’s perspective” on how we perform and also to be a representative for all the customers on his estate.

In his role James keeps a close eye on three residential blocks including reporting any fly tipping and making sure it’s removed, ensuring repairs in communal areas are completed and checking our contractors are fulfilling duties such as window cleaning.

“It’s like being the eyes of Midland Heart,” said James “and I believe what I do helps to make my estate a nice environment to live in. I’ve no plans to give it up!”