

# Tenant Satisfaction Measures

2023/2024



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# Foreword

**I've been an involved tenant at Midland Heart for over 12 years, and I'm currently a member of the My Impact group. This is a formal group that meets bi-monthly and our role is to oversee Midland Heart's performance.**

Following the Social Housing white paper passing into law, the Regulator for Social Housing (RSH) introduced new Tenant Satisfaction Measures (TSMs) that all social housing landlords, including Midland Heart, have to report on every year and publish their results.

The TSMs enables the regulator to oversee each social housing landlords performance and hold them accountable. As TSMs are a regulatory requirement, it's important for Midland Heart to record and report on these annually and on time as the RSH could impose penalties for any non-compliance.

As tenants this is really important for us because, without compliance, financial penalties could be imposed on Midland Heart which could have a knock-on effect by slowing down crucial planned works and investment for the future.

Over the 12 years I have been involved, I have seen a number of changes that have already been made to improve the services Midland Heart offer, as outlined in this document.

As part of the My Impact group, I have been involved, alongside a wider group of tenants, in reviewing some of the changes including updates to the tenant app – ensuring Midland Heart is held accountable for taking our views on board and doing what they say they will.

Moving forward, year on year, Midland Heart's TSM results will show us how Midland Heart is not only listening to our views but also taking action to improve overall tenant satisfaction wherever possible.

There is more work to be done, the TSMs are an additional tool that will assist tenants to ensure change continues.

It's important that, as tenants, we complete surveys and questionnaires, and take any opportunity to give feedback, to help shape Midland Heart's services. Your feedback is also used by My Impact to allow us to hold Midland Heart to account and, along with the TSM results, to create change that will improve your experience of being a Midland Heart tenant.

For more information on getting involved and getting your voice heard, please visit:  
[www.midlandheart.org.uk/MyVoice](http://www.midlandheart.org.uk/MyVoice)



Trevor Stanley  
Chair of My Impact





# Introduction

This is the first time we're reporting on 22 new 'Tenant Satisfaction Measures' (TSMs) that were introduced by the Regulator of Social Housing in 2023/24.

Twelve of these are connected to our tenant and leaseholder perceptions of the homes and services we provide, and 10 relate to our management information. Together the TSMs provide us with valuable insight on our performance as a landlord and what matters most to you, in your home.

We worked with IFF Research, an independent housing research specialist and Market Research Society (MRS) member, to collect responses from over 2,500 tenants and leaseholders for the 12 Tenant Perception Measures, as detailed in this document.

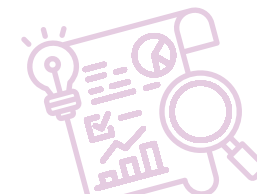
For the purposes of the Tenant Perception Survey, "tenant" refers to the lead tenant or homeowner of the household. Results for Low-Cost Rental Accommodation (LCRA) and Low-Cost Home Ownership (LCHO) are reported separately.

Everyone taking part in a perception survey is asked to offer broad feedback on our services, rather than post-transactional feedback that focuses on a specific recent service, such as a repair.



# Our Results

## Tenant Perception Measures 2023/24



Code	Measure	Low Cost Rented Accommodation	Low Cost Home Ownership	Combined
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	76.6%	52.4%	73.5%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	78.6%	-	78.6%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	75.8%	-	75.8%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	76.5%	-	76.5%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	80.8%	77.1%	80.4%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	67.1%	37.4%	63.5%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	74.0%	51.3%	71.1%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	81.3%	57.1%	78.1%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	35.1%	9.4%	32.2%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	72.3%	40.5%	69.5%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	69.9%	41.8%	66.4%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	67.7%	42.9%	65.1%

# Our Results

## Management Information 2023/24



Code	Measure	LCRA	LCHO	Combined
RP01	Proportion of homes that do not meet the Decent Homes Standard.	0.0	-	-
RP02	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	82.2	-	-
RP02	Proportion of emergency responsive repairs completed within the landlord's target timescale.	96.4	-	-
BS01	Proportion of homes for which all required gas safety checks have been carried out.	-	-	100.0%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	-	-	100.0%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	-	-	100.0%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	-	-	100.0%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	-	-	100.0%
CH01	Stage one complaints relative to the size of the landlord	34/1000	12/1000	32/1000
CH01	Stage two complaints relative to the size of the landlord	6/1000	5/1000	6/1000
CH02	Stage one complaints responded to within target timescale.	95.2%	96.7%	95.2%
CH02	Stage two complaints responded to within target timescale.	96.2%	100.0%	96.5%
NM01	Number of anti-social behaviour cases, opened per 1,000 homes.	-	-	22
NM01	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	-	-	1



# Our Survey Approach

**In summary, our tenant perception survey approach includes following key steps:**



We match our question wording and response options to the requirements exactly.



We do not link our sampling approach to any transaction between tenant and landlord.



Sufficient responses are gathered to meet the required statistical accuracy level for LCRA and LCHO populations.



We use random sampling to ensure that no household takes part more than once per financial year and that all households have an equal chance of taking part.



Our samples are segmented according to stock type and the key characteristics of age and ethnic group so they are representative of our tenant population. This means our samples are not biased.



Our samples are impartially gathered in line with the MRS Code of Conduct by a third-party research company.



# Low Cost Rented Accommodation (LCRA)



Overall  
satisfaction

**76.6%**

This represents

**27,502  
tenants**

## Our highest satisfaction rates were seen in:

Treating our tenants  
with 'fairness and respect'



**81.3%**

Providing a  
home that is safe



**80.8%**



Delivering  
repairs

**78.6%**

## Areas for improvement include:

Satisfaction with our  
handling of complaints



**35.1%**

Satisfaction with our  
approach to handling  
anti-social behaviour



**67.7%**

Satisfaction that we 'listen  
to' and 'act upon' our  
tenants views was



**67.1%**



# Listening to your views and acting on your feedback

## A partnership approach to building balanced and sustainable neighbourhoods

Located near Leicester city centre, West Street is in an area of the city that's been associated with crime and anti-social behaviour, vandalism, drug dealing, fly tipping and prostitution. We received a multitude of complaints from our tenants who were finding the situation intolerable and along with local partners, we put a robust action plan into place to effectively deal with the issues.

Various initiatives were taken through Leicestershire Police's Operation Levitate, which focused on targeted patrols and arrest warrants, together with the Government-led Operation Gizmo, set up to tackle county line drug dealing.

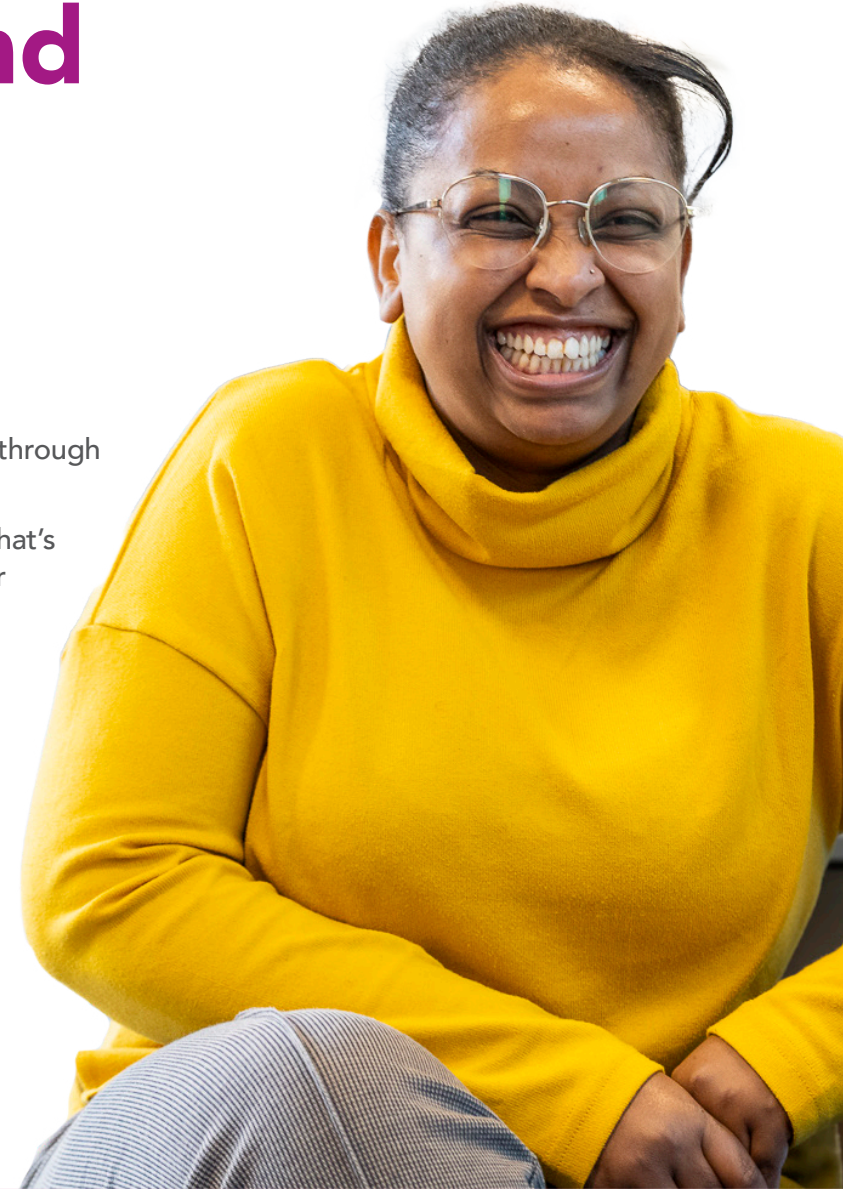
Our role was working alongside the authorities to establish working groups and tenant meetings that could provide assurances these issues were being tackled.

The multi-agency approach had a significant impact with Closure Orders obtained on three specific problem properties, possession applications against four properties, and two tenants moved out of the area. This was alongside five individuals receiving injunction orders, stopping them from returning to the area.

With the problem tackled, and left with a variety of empty properties, these were fully refurbished and

re-let to suitable tenants through the Local Lettings Plan.

The outcome is a street that's now a much safer, quieter and calmer place to live, and our colleagues being able to visit without fear of intimidation. We are, however, not being complacent and our Tenancy Services team is continuing their door-knocking initiative, whilst a local newsletter provides key updates on local events and other community news.



# Low Cost Home Ownership (LCHO)

Overall  
satisfaction  
**52.4%**



**2,181**  
homeowners

Our highest satisfaction  
rates were seen in:

Providing a  
home that is safe

**77.1%**



We found that:

Satisfaction that we 'listen to'  
and 'act upon' our tenants views

**37.4%**



Satisfaction tenants feel  
they were kept informed

**51.3%**





# Improving and modernising our services

## Tenant digital services: Reporting repairs on our app

A new repairs feature within our Tenant App launched in September 2023.



Listening to our tenants and ensuring we can deliver a high quality repairs service is a priority for us.

Our Tenant app now allows you to report, amend and track repairs 24/7, significantly improving our digital offer and how you can access our services.

In 2023/24 c6,000 repairs were raised via the app (this is around 10% of all jobs raised). We'll continue to add new features and improvements, including making it easier to report anti-social behaviour.

When asked about the app, one of our tenants said:

**"It's easy and I love it. It's better than calling the office.... You can just type what you want, it's easy".**



## Creating safer communities with CCTV

Following extensive tenant engagement, our CCTV upgrade project has driven a variety of significant improvements in our equipment, systems and functionality across over 74 sites, including in our general needs and retirement living schemes.

The project aimed to:

- Standardise and modernise our CCTV systems, whilst moving away from older analogue equipment:
- Improve your safety by providing a live monitored surveillance system - enabling us to respond in real time to deter and detect crime
- Deter fly-tipping and anti-social behaviour across our schemes

As part of our investment, we have also created a new CCTV Control Room at our East Midlands Hub office in Hinckley. This is staffed by an experienced CCTV operative team who both manage and monitor our systems.

# Understanding what's important to you

Everyone who took part in the survey was asked for comments about their response to question TP01: 'Overall satisfaction' and about anything else they felt that we could improve on.

All comments containing a cause for concern related to either the home or to the tenant's welfare were immediately highlighted to us by IFF Research, recorded and dealt with by our repairs or housing teams.

## Common themes:



Around  
**four in five**

of these general  
comments were

**Positive**



"Everything they say they do they do. I've had people in and they're very professional."

"Just carry on doing what they're doing, they look after me, they're good to me, they treat me well."

"I have a disability and they've always been there for me through thick and thin and helped."



# Communication

Two of our lower scoring measures were 'Satisfaction that the landlord listens to tenant views and acts upon them' and 'Satisfaction that the landlord keeps tenants informed about things that matter to them'.

Those scores were reflected in comments about communication. Most commonly, areas for improvement for LCRA included:

- ✓ **Listening to concerns and acting upon them.**
- ✓ **Getting back to tenants about ongoing issues.**
- ✓ **Keeping tenants informed.**
- ✓ **Improving the response time.**
- ✓ **Making it easier to get in touch.**
- ✓ **Understanding the tenant as an individual with unique needs.**

LCHO respondents were more challenging and lower satisfaction has been related to a view that:

- ✓ **We could be more responsiveness in dealing with queries (timeliness).**
- ✓ **Better at delivering repairs for new build properties (i.e. defects and snagging).**
- ✓ **We could improve upon our general communication with tenants.**



# We know there is more to do...

As a result of the feedback we received, we've conducted specific tenant focus groups for LCHO to talk about the key themes arising. The key actions underway are:



## Enquiry Responsiveness - Housing Advice Team

Currently residents tend to liaise directly with their Leasehold Officer, who is not always readily available given other duties they have to perform. This can lead to delays in our response to service enquires and handing of complaints. We have therefore been developing the skills and knowledge of our newly formed Housing Advice Team to receive calls directly from LCHO residents and resolve issues at first point of contact for many day to day enquires.



## Delivery of Repairs (Defect and snagging)

We recognised there was more we could do to improve our responsiveness to new build snagging concerns, with some developers being slow to act when issues arise. In October 2023, we increased the capacity of our Development team to support, investigate and respond to dissatisfaction sooner. Part of these changes mean that our new Customer After Care Coordinator can meet with residents to discuss satisfaction with the condition of their property and resolve issues related to defects as well as take the opportunity to ensure repair obligations are understood.

In addition, where a contractor fails to make good on a defect, we are working with our In house Maintenance team to complete any outstanding repairs.



## Improved Communication – creating a new LCHO webpage on our website

Our review of the existing website found that information is often challenging to find. For example, Shared Owners do not access via 'My Home' but under 'Find a home' and information on the website could also be more up to date and all-encompassing.

We asked for resident feedback on the current webpages, analysed website traffic on the Shared Ownership area and using this insight have drafted new articles and support material. Our Communications team is now building new web pages to host this.

The aim is to ensure everyone can access relevant information, including self-help videos, for their tenure type by making this easier to locate on our main website and simpler to navigate. As well as enabling our residents to self-help, it will also help manage expectations of Shared Ownership with relevant and updated contact details for teams/services that matter most to leaseholders including rent, service charges, ASB and safety and defects. This will help to grow the understanding of both their obligations as leaseholders and our role as their landlord.





# Further Results Analysis

You can view our full report on Tenant Satisfaction Measures [here](#) to learn more about our results. This includes segmentation of our results by different characteristic including age, ethnicity, sex and type of property and further analysis regarding the age of homes, energy ratings and local geography.

**Tenant Satisfaction Measures  
Full Report**





FOREWORD AND  
INTRODUCTION



OUR  
RESULTS



OUR SURVEY  
APPROACH



WHAT'S IMPORTANT TO YOU  
& ACTING ON YOUR FEEDBACK



FURTHER RESULTS  
ANALYSIS



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